

2016 SUSTAINABILITY REPORT



ONE PFIZER

Pfizer Austria at a glance

Business location



Manufacturing at
Orth an der Donau



Sales in
Vienna



Warehouse in Leopoldsdorf,
partner: Kwizda

Contribution to healthcare

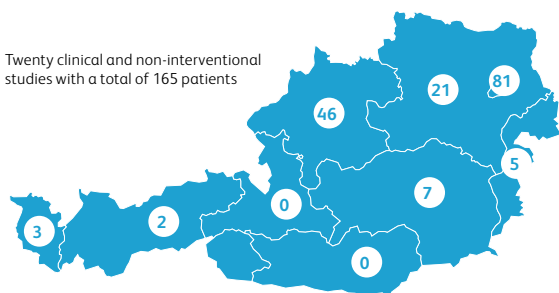
12,383,744

packages of pharmaceuticals sold in Austria

Research in Austria

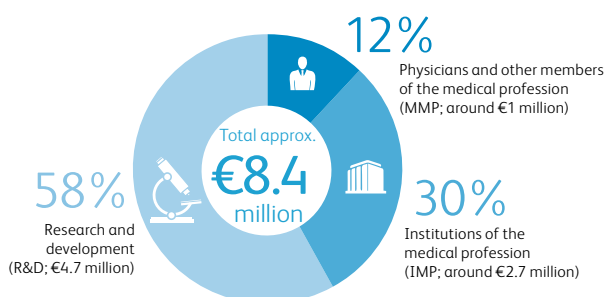
In 2016, 165 patients took part in Pfizer clinical trials.

Twenty clinical and non-interventional
studies with a total of 165 patients



Greater transparency

Pfizer disclosed benefits-in-kind granted to members and institutions of the medical profession in 2016.



2016 donations of medicines worth at



€107,238

2016 investments in research and development



€4.7 million

Workforce in 2016



538

employees

48.8%

of management positions held by women

Attractive employer



4,408

home-office days in 2016

Volunteer program: Pfizer Corporate Volunteering Days (since 2008)

312

participants

95

CV Days

2,082

hours of volunteer work*

Family-friendly employer



berufundfamilie
[work and family]
audit



Diversity
Charter



Member of Unter-
nehmen für Familien
[companies for families]

* as at January 2017

Economic footprint

Value multiplier **2.367**



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



Pfizer generated, directly or indirectly, one out of every **€625** in Lower Austria.

Annual **GDP contribution:**



0.03 % (direct)
and **0.05 %** (total)



€37 million
in annual wage-related **taxes and duties**

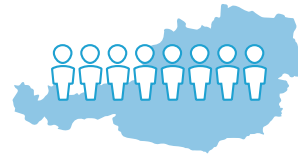
Superior employment multiplier **3.45**



Pfizer-Job

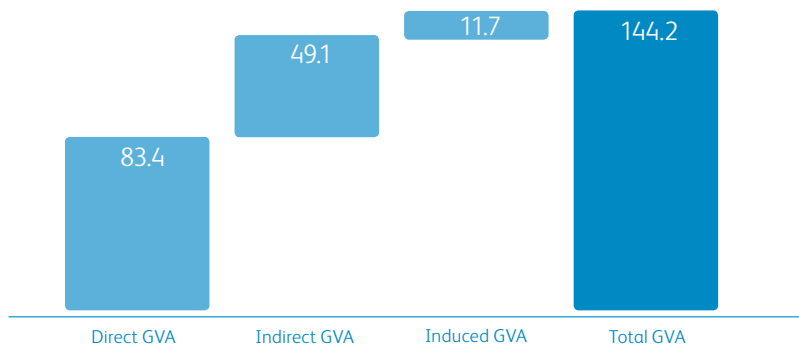


>2 more jobs in Austria



Around **1,600** jobs in Austria depend directly or indirectly on Pfizer.

Gross value-added effect of Pfizer Austria in million €



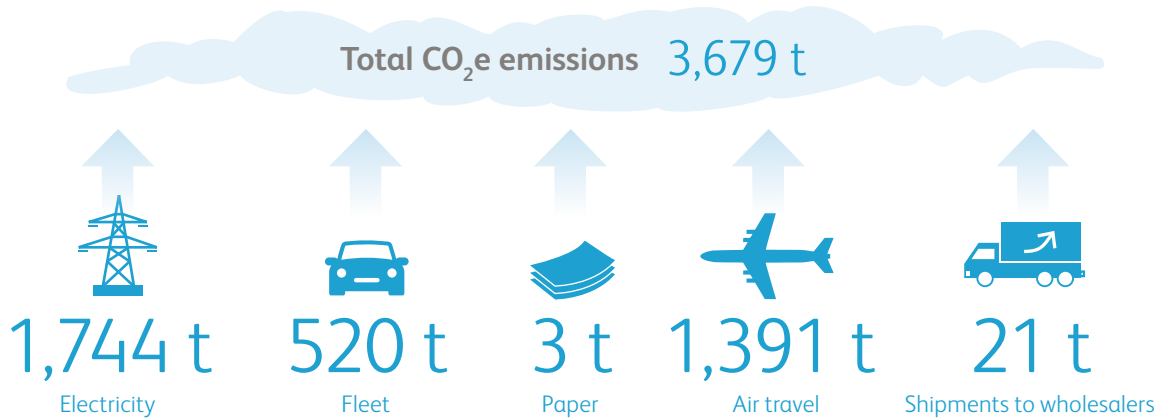
GVA = Gross value-added

Direct GVA: Generated directly by Pfizer

Indirect GVA: Generated by Pfizer's intermediate consumption in other sectors (e. g. electricity)

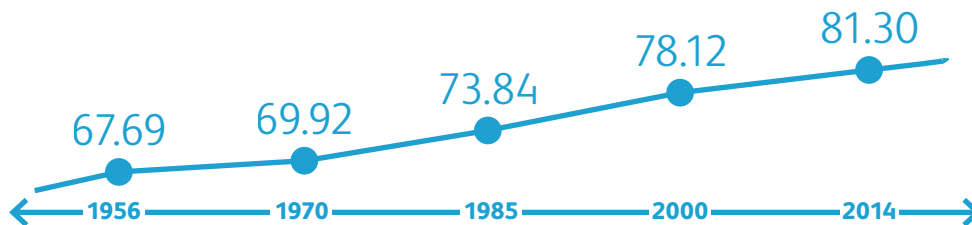
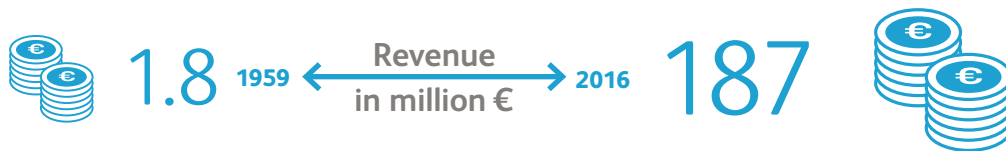
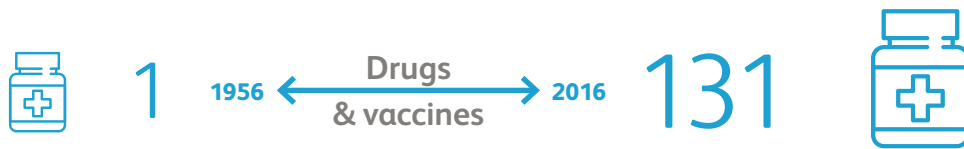
Induced GVA: Jobs created or secured by Pfizer generate income that is spent by employees (especially for consumption purposes)

Ecological footprint



CO₂-e figures partly based on estimates

2016: 60th anniversary of Pfizer Austria Facts and figures



Life expectancy in years (at birth in Austria)

Letter to our stakeholders [G4-1]



Dear Reader,

I am delighted that you are now holding in your hands Pfizer Austria's Sustainability Report, already the fifth of its kind. Following up on our last report for 2014/15, this report is an update on an eventful 2016, during which we continued to strive towards improving health and value creation in our country. Much has happened in the past year, and there was much to celebrate as 2016 was a year for big anniversaries.

Pfizer's Austrian branch opened in Vienna 60 years ago, bringing to our country a company with a fascinating history replete with innovative and bold decisions.

The TBE virus was detected in Austria 40 years ago. A TBE vaccine has since been manufactured here to meet global demand. The trajectory of this development is a uniquely Austrian success story.

We also examined Pfizer's economic footprint in Austria for the first time in 2016. You will find the results hot off the press in this report. With this account, we want to highlight all the many aspects of Pfizer's overall economic impact and our contribution to value creation in Austria.

Of course, the overarching priority of all our activities is, as always, to live up to our promise to patients, customers and shareholders. In particular, we are redoubling our focus on transparency within the company and engaging all those involved in healthcare decisions. This is why, as a responsible-minded enterprise, we reached out to our stakeholders in 2016 to discuss activities and future challenges as well as to identify common actionable issues.

The following pages present a transparent view of our contribution to responsible corporate governance, fair business practices, labor practices, product stewardship, the environment, and the community in fiscal 2016. It also provides an outlook on the goals we will be striving for in the future, often in collaboration with our stakeholders.

I am proud of our employees, our company's 60-year history, and 40 years of TBE vaccine manufacturing in Austria. Read on to discover what we have since been doing in Austria, what kind of environment our employees work in, and how we live by the principles of diversity at our company.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Robin Rumler'. The signature is fluid and cursive.

Prof. Dr. Robin Rumler
Geschäftsführer Pfizer Austria
Wien 2017

About this report

This is Pfizer's **fifth Sustainability Report** in Austria. It contains information about the fiscal year 2016 of two companies, Pfizer Corporation Austria GmbH and Pfizer Manufacturing Austria GmbH.* [G4-17] Pfizer Austria had published a Sustainability Report every two years and is now planning to publish it annually. [G4-30] The next report is slated for 2018; it will contain information on fiscal 2017. The previous Sustainability Report was published in 2016; it covers the fiscal years 2014/15. [G4-29]

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

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

This report was prepared using the internationally recognized guidelines for sustainability reporting as set in out the Global Reporting Initiative (GRI), 'In Accordance – Core' with G4 criteria (see page 60). [G4-32] **External auditors** verified compliance with these guidelines. Denkstatt was tasked to perform the audit. [G4-33] Prof. Dr. Robin Rumler approved the report for publication. [G4-48]

You will find the full **GRI Content Index** starting on page 60. This report also contains on page 64 the **Communication on Progress published by the UN Global Compact**, which Pfizer Austria joined in 2009. Pfizer Austria's contribution to the 17 global Sustainable Development Goals (SDGs) is presented on pages 57 and 58.



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

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



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

Mag. Elisabeth Dal-Bianco, MSc

Senior Manager, Sustainability & Internal Communication, Corporate Affairs

Contact: verantwortung.austria@Pfizer.com, phone # +43 1 521 15-0

[G4-31]

*Pfizer's fiscal year runs from December to November of the following year. [G4-28]

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OUR COMMITMENT:
RESPONSIBLE CORPORATE
GOVERNANCE

Prof. Dr. Robin Rumler,
Country Manager Pfizer
Austria & Martin Dallinger,
Site Leader Orth an der
Donau

Our priority SDGs

3 GOOD HEALTH
AND WELL-BEING12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION

Who we are and what we do

In the mid-19th century, the German cousins Karl Pfizer and Karl Erhart laid the foundation for a successful future in New York. Today Pfizer is one of the world's premier pharmaceutical companies. The company researches and develops pharmaceuticals and health products that make an impact across all stages of life. With an annual research budget of around seven billion dollars—one of the industry's highest—Pfizer sets new standards in the treatment of various disorders such as inflammatory diseases, cancer, pain and vaccines. Today Pfizer subsidiaries serve customers in more than 80 countries, including Austria. [G4-4, G4-6]

Pfizer: 60 years in Austria

The Vienna subsidiary opened its doors 60 years ago on May 29, 1956. Pfizer has since been furnishing medicines to the Austrian market and serving patients, doctors, pharmacists and the healthcare system as a reliable partner. The company has operated as two entities in Austria since December 1, 2014:

- **Pfizer Corporation Austria GmbH**

is headquartered in Vienna's Floridotower. An important partner to Austria's medical research and development community, the company markets prescription drugs and over-the-counter products. It is a wholly owned subsidiary of Pfizer Deutschland GmbH. Pfizer Austria has no subsidiaries or stakes in any joint ventures. [G4-3, G4-5, G4-7]

- **Pfizer Manufacturing Austria GmbH**

is our production site at Orth an der Donau, a plant that meets global demand for vaccines to protect against meningitis (NeisVac-C®) and tick-borne encephalitis (FSME-Immun®) caused by serogroup C meningococci. Pfizer Manufacturing Austria was founded in 2014 with the acquisition of Baxter's approved vaccines. The shareholder is Pfizer Luxembourg SARL. [G4-3, G4-4, G4-5, G4-7]

Pfizer Corporation Austria's core business is providing state-of-the-art medicines and therapies to Austrian patients. In Austria, the company offers 131 medicinal products in various dosage forms, package sizes and potency levels (for a total of 606 articles). Most are prescription drugs. Generics have also been part of the portfolio since 2011. Pfizer Austria also sells over-the-counter (OTC) health products.














Our direct customers are primarily wholesalers and hospitals. Pfizer Austria's activities are not limited to sales; we are also an important partner to the country's medical research and development community. [G4-8]

Business units [G4-4]

Pfizer was set up as two business units in 2016.

Pfizer Innovative Health Business (PIH)

The Pfizer Innovative Health Business offers innovative medicines for the general practitioner and hospitals to treat the following indications: immune, inflammatory, cardiovascular, metabolic, cancerous and rare diseases. It also includes vaccines and consumer products.

<p>Inflammation & Immunology</p> 	<p>Internal Medicine</p>   	<p>Oncology</p>      	<p>Rare Diseases</p>      	<p>Vaccines</p>    	<p>Consumer Healthcare</p>     
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As at December 1, 2016

Pfizer Essential Health Business (PEH)

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

Aricept Donepezil Hydrochlorid STARK GEBEN. ALZHEIMER. VON ANFANG AN!	CELEBREX (CELECOXIB)	Detrusitol Tolterodine	Ecalta Andalgin® IV	Fragmin dalteparin natrium	Halcion Lorazepam
Inspira sildenafil citrat	Revatio sildenafil citrat	LYRICA pregabalin	NEURONTIN (gabapentin)	NORVASC	PARKEMED Lidocain
RELPAK Etracrynol	Xalatan Xalatan® 0,1% Tropfen Laser-assisted in situ keratomileus (LASIK) & Laser-assisted subepithelial keratomileus (LASEK)	ZELDOX (Zoprisidon)	Sortis	VIAGRA sildenafil citrate	VFEND (Voronozol)
ZYVOXID (linezolid)	Nivestim figrastim Biosimilar	Retacrit epoetin zeta Biosimilar	Inflectra infliximab Biosimilar		

As at December 1, 2016

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



Our management in Austria

Prof. Dr. Robin Rumler has been Country Manager **Pfizer Corporation Austria GmbH** since January 2009 and Country Manager **Pfizer Manufacturing Austria GmbH** since 2014. He also heads up Internal Medicine as Business Unit Director and reports globally to the Internal Medicine Western EU Cluster Lead. [G4-34]



Prof. Dr. Robin Rumler



Martin Dallinger

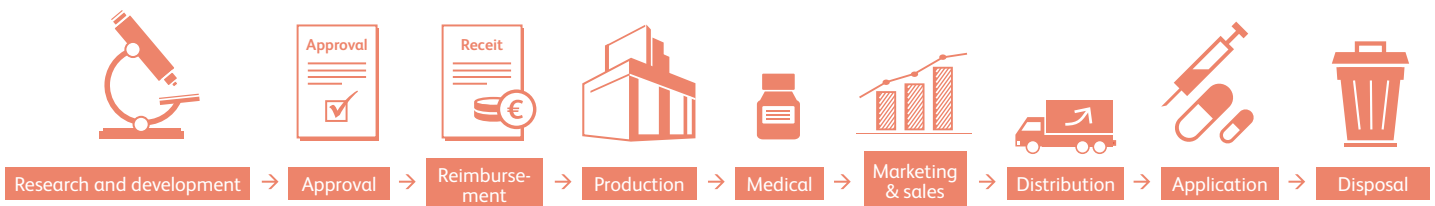
Martin Dallinger has headed up **Pfizer Manufacturing Austria GmbH**, Pfizer’s vaccines manufacturing plant at **Orth an der Donau** in Lower Austria, as Site Leader since 2014.

Anchor points for sustainability in the Pfizer organization:

Sustainability Officer Mag. Elisabeth Dal-Bianco manages and coordinates the sustainability agenda, which is under the auspices of the Corporate Affairs department. The Country Manager is involved in all decisions and part of the Sustainability workgroup consisting of representatives from all relevant departments and employee resource groups such as Medical, Quality, Compliance, HR, Works Council, Environment, Health & Safety (EHS), Lesbian/Gay/Bisexual/Transsexual (LGBT), Health & Value, and Procurement. Meetings are held regularly in a coordinated effort to analyze the sustainability agenda, develop it strategically, and put those strategies into action. [G4-35, G4-36, G4-37, G4-42, G4-49]

The Pfizer value chain

Pfizer researches, develops, produces and distributes modern drugs and vaccines to treat and prevent diseases. The Pfizer value chain is illustrated below. Note that many of these processes are actually concurrent:



The Economica Institute of Economic Research calculated our economic footprint in Austria for the first time in 2016. These figures serve to highlight all the many aspects of Pfizer’s overall economic impact and our contribution to value creation in Austria. And Pfizer indeed contributes greatly to value creation in Austria with its two locations in Vienna and Orth an der Donau. The most important finding is that Pfizer achieved €144 million in gross value added (GVA) and secured 1,600 jobs. GVA is the total value of all goods and services produced, less intermediate consumption.

To learn more, visit: www.pfizer.at/economica

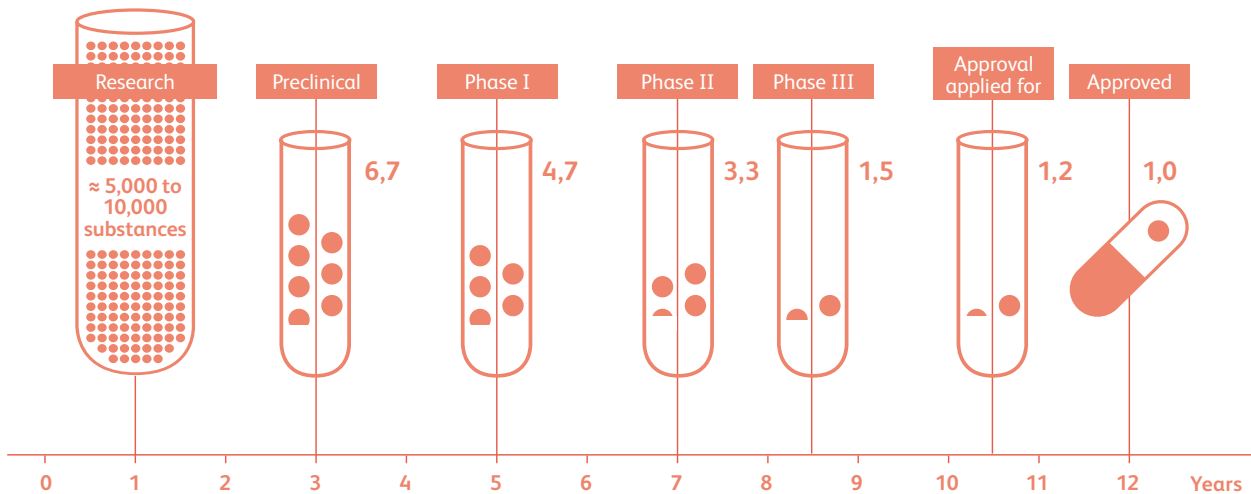


Research and development

We research new drugs to find even better ways to treat and prevent diseases from occurring in the first place. Pfizer does not maintain research facilities of its own in Austria, but the business location is nonetheless important to the clinical development of Pfizer products. Around 20 clinical trials and non-interventional studies involving 165 patients were completed in 2016 in collaboration with medical university clinics, hospitals and specialized practices. Pfizer’s research in Austria focuses on inflammatory diseases, oncology and neurological diseases.

Pharmaceuticals research and development is time-consuming and costly. It takes ten to twelve years on average to develop a drug, with costs running as high as around €1.5 billion. Only one of up to 10,000 investigated candidates actually gains approval as a new medicine.

Phases of a drug’s development



Indicated data = number of substances/phase in absolute figures, source: VFA e.V.

For more on this, see the section entitled: [„Community“]

Approval

An application for the drug’s approval may be submitted to the licensing authority once phase III of the clinical trial has been successfully completed.

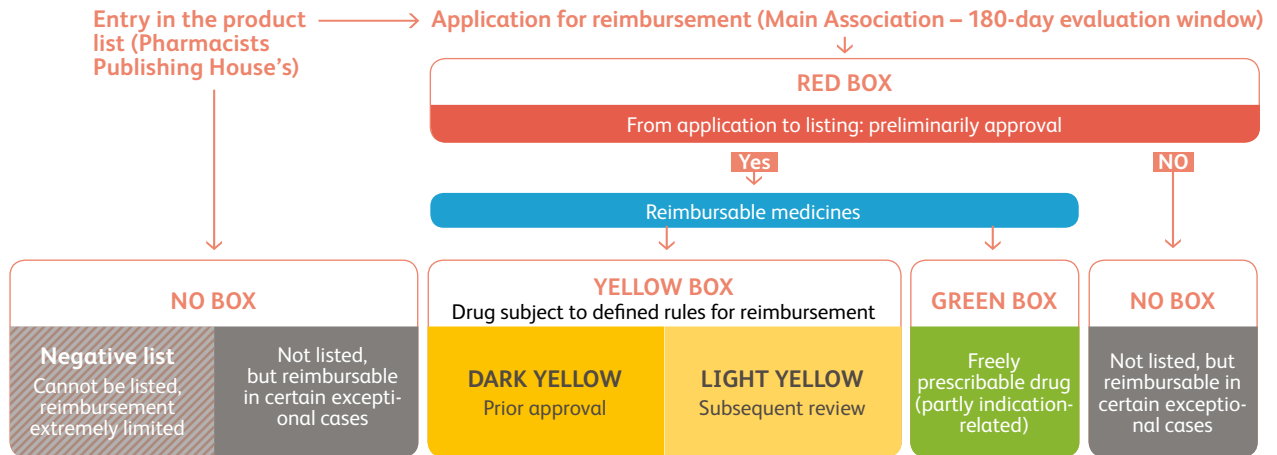
The Medicinal Products Act (AMG) governs approvals in Austria. To gain approval, the applicant has to substantiate that a medicinal product’s expected benefit outweighs the expected side effects. Evidence is provided by submitting pharmaceutical, preclinical and clinical data. These days, most products are approved centrally for use throughout Europe.



To learn more, visit <http://bit.ly/29kxZ0b>

Reimbursement

Once the EU approves a drug, it is added to the Austrian Pharmacists Publishing House’s product list. Pfizer can then apply for reimbursement from the Main Association so that the individual social security institutions can cover the costs of the medication. Its inclusion in the Reimbursement Code (EKO) is subject to an assessment based on pharmacological, medical-therapeutic and health economics criteria. The EKO has three categories, or boxes. Two (the red & yellow boxes) require the head physician’s approval; one (the green box) permits prescription by any physician. Health insurance funds may pay for medications that are not included in the Reimbursement Code, but only in exceptional, duly substantiated cases. Certain groups of medicinal products—contraceptives, for example—are not reimbursable and must be paid for by the patient.





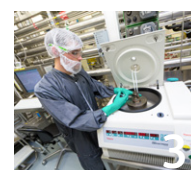



Manufacturing

Our products are manufactured worldwide in more than 63 Pfizer plants, including the Austrian plant at Orth an der Donau, and in around 450 contract manufacturing facilities. Our Orth an der Donau production site makes the NeisVac-C® and FSME-Immun® vaccines for use worldwide. All other products distributed by Pfizer Austria are made abroad and bought primarily from plants in Germany, Italy, France, Belgium and the USA. Pfizer facilities operate according to the principles of Good Manufacturing Practice (GMP). Geared specifically to pharmaceuticals, these quality standards are internationally valid and rank among the strictest in manufacturing. And the technologies used are among the most advanced and safest available today.

A 40-year success story in red, white and red

Industrial manufacturing of the first TBE (tick-borne encephalitis) vaccine commenced in Austria in 1976. In 2014, Pfizer took over the plant at Orth an der Donau, Lower Austria, and took on its 230 employees. The facility now makes the TBE vaccine for use worldwide. This outstanding 40-year success story was celebrated in early March 2016 with a ceremony at Orth an der Donau. More than 100 guests from home and abroad accepted Pfizer’s invitation to join us for the festivities.

How the TBE vaccine is made

 <p>1 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.</p>	 <p>2 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.</p>	 <p>3 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.</p>
 <p>4 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.</p>	 <p>5 Store the suspension The liquid is stored at minus 30°C until it goes to the bottling line in Vienna.</p>	 <p>6 Fill it into syringes The viral suspension is diluted and filled in syringes at Vienna. Then the vaccine is shipped out in strict compliance with cold chain standards.</p>

Stepping up Pfizer vaccine production with a new warehouse in Orth an der Donau

Pfizer Manufacturing Austria’s plant expanded its capacities and opened the doors of a state-of-the-art warehouse with a sampling room in early December 2016. This addition has enhanced local logistics and takes the plant further down the road on its journey to becoming a self-sufficient production site. As the three-million-euro investment would attest, Orth an der Donau and Austria are important locations for Pfizer.

Marketing, Medical & Sales

Medicines have to be promoted and marketed if they are to reach patients. The cornerstone of our marketing efforts is to provide scientifically sound, accurate and balanced information about our products to doctors. We are committed to marketing our products in responsible, transparent ways. Pfizer complies with all applicable laws and regulations such as the Austrian Medicinal Products Act and the Pharmig Code of Conduct.

Distribution

Pfizer operates its own warehouses and distribution centers and works closely with external partners. Kwizda Pharmadistribution GmbH, a competent partner for the Austrian market since October 2014, is a pre-wholesaler tasked with the responsibility for storage and distribution. Timely access to our medicinal products is imperative, as some of these products support, sustain and save lives. As a rule, medicinal products are usually available at hospitals within 24 hours and in pharmacies within 36 hours—and even sooner in emergencies.

Pfizer Austria Supply Chain [G4-12]



To learn more about distribution in the pharmaceutical industry, visit <http://bit.ly/29pGBDu>.

Application

Once our products ship out to hospitals and wholesalers, they are then distributed to pharmacies and patients. When drugs are administered to patients, they may cause adverse drug reactions during clinical trials and after approval. Pfizer takes all reports of adverse reactions and complaints about product quality very seriously. These reports are documented for experts to review and evaluate. This helps us meet the highest possible standards of safety for our medicinal products to benefit and protect patients.

Disposal

Proper disposal at the Orth an der Donau plant, in hospitals and by patients is the final stage of our products’ lifecycle.

Impact on various core processes

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

Our corporate philosophy [G4-56, UNGC 10]

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

Our vision: Working together for a healthier world™

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

Our mission

We aim to be the premier, innovative biopharmaceutical company.

Our strategic imperatives

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

Our sustainability strategy

We want to be a responsible company in all areas.

Our sustainability strategy is based on our corporate strategy and the ten internationally recognized principles of the United Nations Global Compact. The core tenets of our sustainability strategy also build on the principles of ISO 26000, an international guideline for corporate social responsibility. [G4-15]

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. Having met with internal and external stakeholders to analyze the Sustainable Development Goals in October 2016, we aim to focus on the following objectives: [G4-15]



More details on page 57.

Materiality analysis [G4-18, G4-19, G4-20, G4-21, G4-23, G4-27]

Identifying and responding to our stakeholders' changing needs is important to us. This insight provides the underpinning for our responsible business practices and efforts to develop our practices to further the cause of sustainability. We assessed internal and external issues of future strategic importance in a materiality analysis conducted in fall of 2015. With the G4 guidelines of the Global Reporting Initiative (GRI) serving as our compass, we set out to accomplish the following:

1. Identify issues of relevance

Representatives of various departments convened in June 2015 for a sustainability workshop to identify key topics by asking the following questions:

- What major challenges await Pfizer in Austria?
- What are the biggest threats, bottlenecks, risks, and opportunities?

The selection of issues was based on core subjects and issues set out by ISO 26000.

2. Review & assess

An online survey of internal and external stakeholders followed. For one, we asked our employees to assess the issues; for the other, we invited external stakeholders to identify topics of relevance to them as the stakeholders of Pfizer Austria. Relevance was rated on a scale of 1 to 4, with a total of 505 employees and 572 external stakeholders being surveyed. Response rate: 203 internal participants (40%), 103 external participants (18%).

3. Prepare a materiality matrix

With the results of the online survey in hand, we drew up a materiality matrix to illustrate the relevance of issues according as rated by internal and external stakeholders of Pfizer in Austria.

4. Prioritize issues

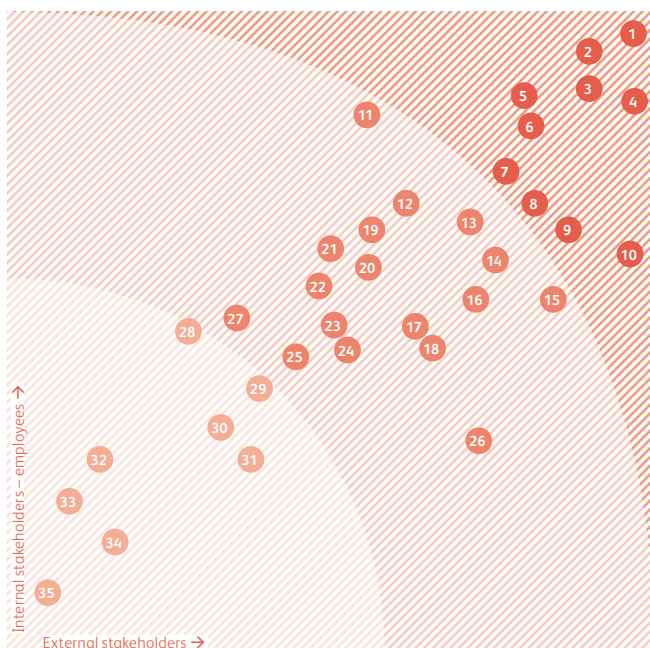
At another in-house workshop with the Sustainability workgroup, the participants reviewed key issues on the materiality matrix to identify and prioritize issues requiring further action.

5. Take action

The survey's results help us identify future opportunities and challenges for Pfizer Austria and will be subsumed into the sustainability strategy.

Pfizer Austria Materiality Matrix

In accordance with the GRI materiality analysis, we designated topics that respondents deemed "extremely important" and "very important" as material issues.



- | | |
|----------------------------|---|
| Extremely important | |
| 1 | Protecting consumers' health and safety |
| 2 | Ethical behavior |
| 3 | Responsible organizational governance |
| 4 | Transparency |
| 5 | Avoidance of complicity |
| 6 | Protecting human rights |
| 7 | Health and safety at work |
| 8 | Human development and training in the workplace |
| 9 | Employment creation and skills development |
| 10 | Conditions of work and social protection |
| Very important | |
| 11 | Research and development in Austria |
| 12 | Education and awareness |
| 13 | Promoting social responsibility in the value chain |
| 14 | Consumer data protection and privacy |
| 15 | Employment and employment relationships |
| 16 | Discrimination and vulnerable groups |
| 17 | Community involvement |
| 18 | Consumer service, support, and complaint and dispute resolution |
| 19 | Access to essential medicines |
| 20 | Compliance and anticorruption |
| 21 | Fair marketing, factual and unbiased information and fair contractual practices |
| 22 | Creating benefits for the surrounding region |
| 23 | Protection of the environment |
| 24 | Respect for property rights |
| 25 | Sustainable resource use |
| 26 | Social dialog and co-determination |
| 27 | Stakeholder engagement |
| Important | |
| 28 | Prevention of pollution |
| 29 | Health initiatives |
| 30 | Fair competition |
| 31 | Climate change mitigation and adaptation |
| 32 | Education and knowledge exchange |
| 33 | Responsible political participation |
| 34 | Social investments |
| 35 | Partnership with charitable organizations |

The following aspects are not applicable to Pfizer Austria’s business model and are therefore not considered material: biodiversity, child labor, forced and bonded labor, indigenous peoples’ rights, security practices, audits and investments (as they pertain to human rights). Pfizer Austria has no locations that are at risk of human rights violations, forced or bonded labor, or child labor.

Prioritized material issues: [G4-27]

Ranking	Issue	ISO 26000	1*	2**	GRI G4 aspect
1	Protecting consumers' health and safety	CC		✓	Customer health and safety, product and service labeling
2	Ethical behavior	OG		✓	
3	Responsible organizational governance	OG		✓	Economic performance, indirect economic impacts, market presence
4	Transparency	OG		✓	
5	Avoidance of complicity	HR		✓	Supplier human rights assessment
6	Protecting human rights	HR		✓	Non-discrimination, freedom of association and collective bargaining, supplier human rights assessment
7	Health and safety at work	LP	✓		Occupational health and safety
8	Human development and training in the workplace	LP	✓		Training and education
9	Employment creation and skills development	CI	✓		Employment, Labor/management relations
10	Conditions of work and social protection	LP	✓		Labor/management relations
11	Research and development in Austria	CI	✓		Indirect economic impacts
12	Education and awareness	CC		✓	
13	Promoting social responsibility in the value chain	FB	✓		Supplier assessment for impacts on the environment and society
14	Consumer data protection and privacy	CC		✓	Customer privacy
15	Employment and employment relationships	LP		✓	
16	Discrimination and vulnerable groups	HR		✓	Diversity and equal opportunity, equal remuneration for women and men, non-discrimination
17	Community involvement	OG	✓		
18	Consumer service, support, and complaint and dispute resolution	CC		✓	
19	Access to essential medicines	CC	✓		
20	Compliance and anticorruption	FB		✓	Compliance, anticorruption
21	Fair marketing, factual and unbiased information and fair contractual practices	CC	✓		Marketing
22	Creating benefits for the surrounding region	CI	✓		Local community
23	Protection of the environment	E	✓		All environmental aspects
24	Respect for property rights	FB		✓	
25	Sustainable resource use	E	✓		Materials, energy, water, biodiversity, emissions, effluents and waste
26	Social dialog and co-determination	LP		✓	Freedom of association and collective bargaining, labor practices and human rights grievance mechanisms
27	Stakeholder engagement	OG		✓	
28	Prevention of pollution	E	✓		Emissions, transport
29	Health initiatives	CI	✓		Local community
30	Fair competition	FB	✓		Anti-competitive behavior
31	Climate change mitigation and adaptation	E	✓		Emissions, energy
32	Education and knowledge exchange	CI	✓		
33	Responsible political participation	FB	✓		Public policy
34	Social investments	CI		✓	Local community
35	Partnership with charitable organizations	CI		✓	

*1: to be optimized further, **2: high level to be maintained; CC: consumer concerns, OG: organizational governance, HR: human rights, LP: labor practices, CI: community involvement, FB: fair business practices, E: environment

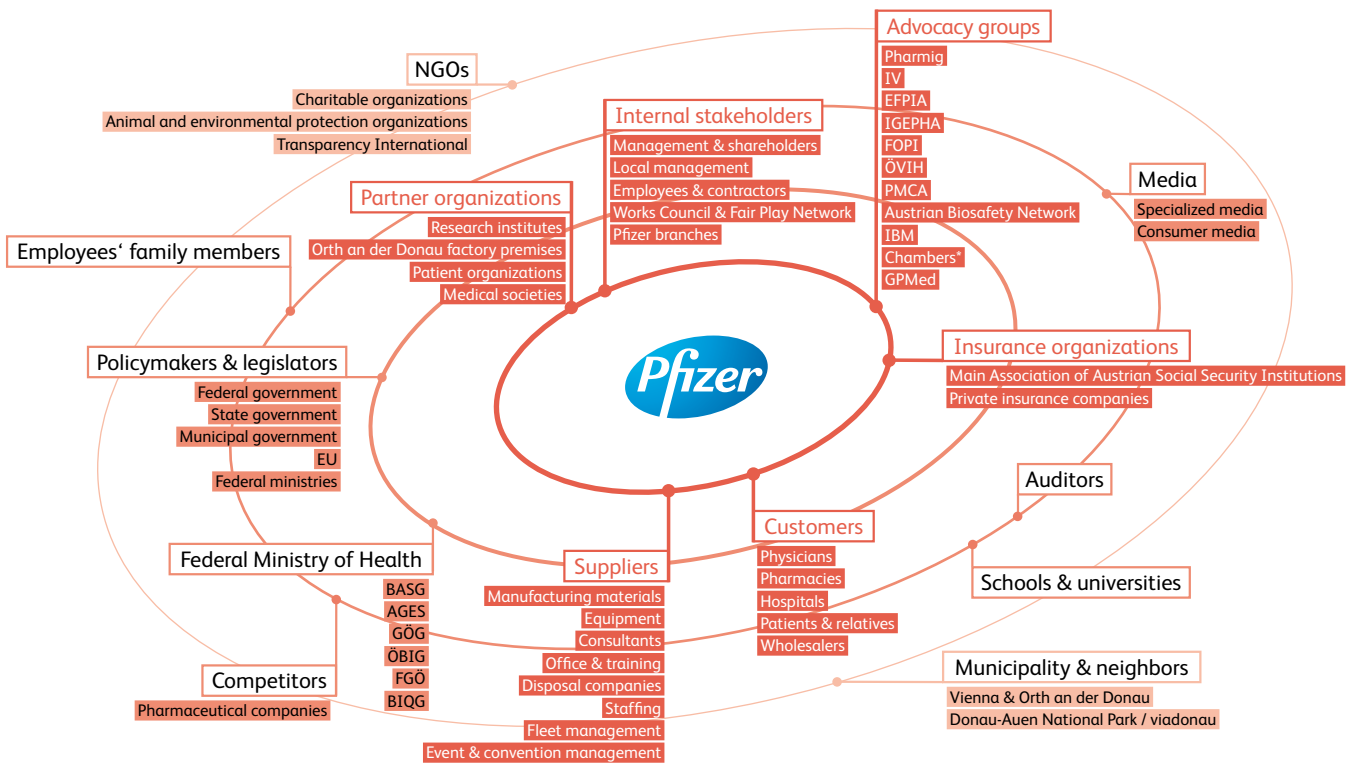
Stakeholder engagement

Who are our stakeholders?

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

Pfizer defines its stakeholders in an annual stakeholder analysis. We first did this in a structured, formal way in late 2015, and aim to validate this assessment at regular intervals. Several workshops were held with members of the Sustainability workgroup taking part. The participants defined, grouped and analyzed all Pfizer stakeholders. This insight served to develop measures and objectives aimed to step up and branch out our dialog with stakeholders. [G4-25]

Pfizer’s key stakeholders in Austria are: [G4-24]



BASG	Federal Office for Safety in Healthcare	ÖBIG	Austrian Federal Institute for Health	Pharmig	Association of the Austrian Pharmaceutical Industry	FOPI	Forum of the Research-Based Pharmaceutical Industry
AGES	Austrian Agency for Health and Food Safety	FGÖ	Fonds Gesundes Österreich [Fund for a Healthy Austria]	IV	Federation of Austrian Industries	ÖVIH	Austrian Association of Vaccine Manufacturers
GÖG	Gesundheit Österreich [Austrian Health Institute]	BIQG	Federal Institute for Quality Assurance in Healthcare	EFPIA	European Federation of Pharmaceutical Industries and Associations	PMCA	Pharma Marketing Club Austria
				IGEPHA	Austrian Self Care Association	GPMed	Austrian Society for Pharmaceutical Medicine

*Chamber of Pharmacists, Medical Chamber, Chamber of Labor, Economic Chamber

The concerns of our stakeholders

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. This ongoing dialog provides the underpinning for our responsible business practices and efforts to develop these practices in ways that advance the cause of sustainability.

After setting the process in motion with the materiality analysis conducted in fall of 2016, we took the next step towards direct involvement by inviting relevant stakeholders to join the discussion.

Representatives of the following stakeholders took up our invitation to share their thoughts:

- Physicians
- Patient organizations
- Advocacy groups
- NGOs
- Public policymakers
- Journalists
- Suppliers
- Wholesalers
- Employees
- Management

We sought to engage directly with stakeholders to learn their views on the following topics:

1. What, alongside providing medicines, are the future challenges for Pfizer in Austria?
2. What issues will have the greatest impact and should therefore be put on Pfizer's sustainability agenda?
3. What does this mean for our stakeholders and where could they bring their expertise to bear?
4. How do we go about jointly achieving positive change?

A thematic map developed by Hauska & Partner provided reference points to help answer these questions. The information presented on this map was gleaned from the corporate strategy, the previous materiality analysis, sustainability reports, the Sustainable Development Goals, and many more documents. With this big-picture overview of Pfizer's sustainability agendas, participants were able to jointly determine and prioritize current key issues. We also asked stakeholders which talking points they would like to pursue with Pfizer and in what way they wish to be involved in this pursuit.

The themed map was updated with stakeholders' input. However, a written description of this imagery would not make for easy reading. Please find instead the following list of issues participants deemed to be pertinent to Pfizer: [\[G4-27\]](#)

- Guarantee the availability of medicines
- Offer information on diseases and support
- Use/administer medication correctly
- Reduce CO₂/greenhouse gas emissions
- Participate responsibly in public policymaking
- Drive innovations
- Make (product insert) information useful for everyone
- Support employees' professional development
- Promote education & awareness
- Provide information about studies
- Create benefits for the surrounding region

The CSR workgroup hosted an internal workshop in December 2016 to determine which of the aforementioned issues are actionable and are to be dealt with first. We then sent an email to participants in the dialog, advising them of the workshop's outcome and the next steps we plan to take in 2017.

A look at the most important ways Pfizer engages in Austria follows: [G4-26]

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

Economic performance and key figures

GRI	Key figures	PCA 2014 ¹	PCA 2015 ¹	PCA 2016 ^{1*}	PMA 2015 ²	PMA 2016 ^{2*}
G4-EC1	Sales revenues / net revenue [€]	199,095,755.31	201,785,372.40	186,630,794.39	17,017,975.13	55,755,724.96
	Profit from ordinary activities [€]	4,992,961.84	10,417,860.12	6,596,968.61**	3,481,985.47	31,027,544.57
	Taxes on income [€]	771,813.10	2,834,164.00	1,223,471.82**	222,124.50	7,863,368.91
	Net profit [€]	4,221,148.74	7,583,696.12	5,373,496.79**	3,259,860.97	23,164,175.66
	Total assets [€]	142,810,955.84	115,653,191.28	165,424,227.16	98,357,090.32	155,285,729.18
	Personnel expenses [€]	23,630,059.06	24,115,949.67	28,397,747.68	16,506,366.95	17,370,241.88
G4-EC3	Expenses for social benefits [€]	648,549.03	537,169.58	726,531.56	177,118.47	137,645.47
G4-EC4	Significant financial assistance received from government [€]	0	0	0	0	0
G4-EC8	Research expenditure [€]	NS***	26,7 million	4,684,479.87	0	0
G4-9	Number of packages sold [units]	11,626,018	11,804,285	12,383,744	≈ 10 million	≈ 10 million

¹ Pfizer Corporation Austria's fiscal year

² Pfizer Manufacturing Austria's fiscal year

* Preliminary figures

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

***NS = not specified: Research expenditure was not published prior to 2015.



“Pfizer has been a key partner in the Austrian national economy and healthcare industry for 60 years. In addition to the jobs of our 500 employees, we secure another 1,100 jobs and are a research-promoting company—in Austria as well. We are proud of that.”

Prof. Dr. Robin Rumler
Country Manager Pfizer Austria

Goals

Goals	Actions taken in 2016 to achieve goals	Actions we have yet to take	Actions we intend to take in 2017/18
Foster dialog/exchange with internal and external stakeholders	<ul style="list-style-type: none"> Engaged in a dialog with all stakeholders (Stakeholder Dialog, October 2016) 	–	<ul style="list-style-type: none"> Dialog with patient organizations about patients' rights and patient-centric information
Manage the company responsibly	<ul style="list-style-type: none"> Gauged impact in the Economica Institute's 2016 value-add analysis 	<ul style="list-style-type: none"> Evaluate and expand external certifications/management systems such as ISO and EMAS 	<ul style="list-style-type: none"> Continue to analyze and take measures to achieve Sustainable Development Goals Increase employees' awareness of healthcare policymaking
Take responsibility in the value chain	–	<ul style="list-style-type: none"> Evaluate and define measures to promote sustainable purchasing 	<ul style="list-style-type: none"> Amend contractual clauses in supplier agreements to stipulate respect for human rights, etc. Host stakeholder roundtable on sustainable supply chains: Come up with ideas to make our supply chain in Austria more sustainable and identify issues Improve and standardize terms of payment for Pfizer's suppliers



OUR RESPONSIBILITY:
ACT WITH INTEGRITY

Our priority SDG

16 PEACE, JUSTICE
AND STRONG
INSTITUTIONS

How we go about our business

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. [G4-DMA]

The Pfizer compliance system: [G4-S04, G4-41, G4-57, G4-58, UNGC 10]

Know and uphold standards.

If we know, understand and abide by Pfizer's values, statutory laws and corporate guidelines, we can all be role models. Upon joining our company, every employee must attend training to learn about key local laws, regulations and company guidelines. All employees take part in regular training and refresher courses with updates on the latest changes. Compliance training takes place online, face-to-face, and in workshops.

Be aware of the laws and ask questions.

We are expected to know the laws and guidelines of relevance to our job areas and to immediately ask questions if anything is unclear. Pfizer employees who need answers to questions may at any time ask their supervisor or get in touch with the local or international Legal/Compliance department.

Raise concerns.

Compliance violations can pose serious risks for Pfizer and its customers, patients, investors and employees. Employees can report their concerns to the Pfizer Compliance Helpline, anonymously if they prefer. This enables management to identify potential problems and protect the company.

Conduct ourselves with integrity.

Pfizer complies with laws and abides by internal and external codes of conduct. And with our OWN IT! campaign, we are cultivating a corporate culture that advocates responsible behavior.

Compliance & anticorruption

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

Dr. Arno Illievich, General Practitioner &
Isabella Rosenkranz, Product Specialist

Our actions at Pfizer Austria are also guided by the Code of Conduct (VHC) of the Association of the Austrian Pharmaceutical Industry (Pharmig). This code reflects the legal developments and industry-specific compliance requirements for the pharmaceutical industry. It sets out anticorruption rules and competition and advertising constraints. There were no violations of the VHC in 2016.



The Blue Book, our corporate code of conduct for business activities, provides the underpinning for our principled behavior (<http://www.Pfizer.com/purpose/transparency/code-of-conduct>). Serving as a guide and reference for all employees, the Blue Book goes to ensure compliance in all business activities. Drafted by Pfizer for global use at all subsidiaries, it sets out corporate guidelines and binding codes of conduct. These surpass industry standards in many areas. The Blue Book was last updated and adapted to new guidelines in 2015. [G4-15, G4-56, UNGC 10]

Responsible political participation [G4-DMA]

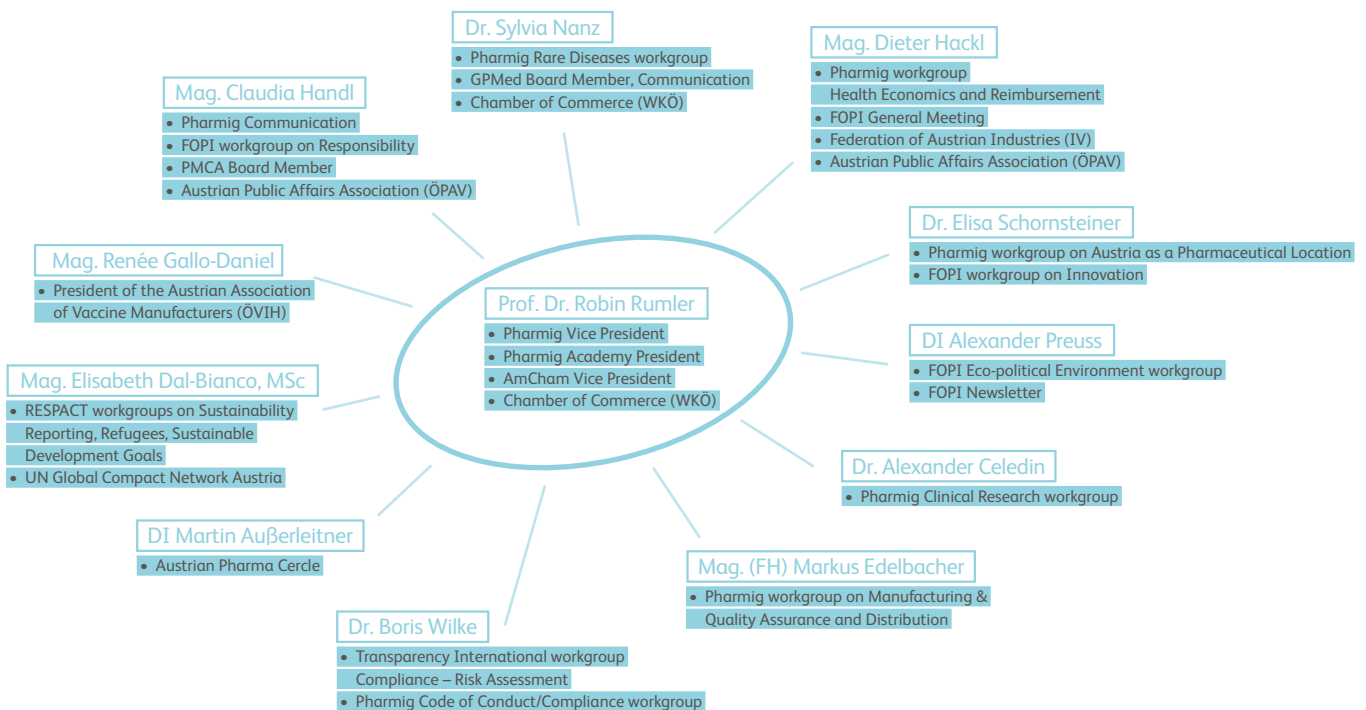
Pfizer is a nonpartisan actor unaffiliated with any political party in Austria. We provide neither financial nor material support to Austrian parties. Pfizer’s interests are represented by way of informational activities and membership in various organizations. They aim to create a supportive environment,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

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

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

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

In 2016, the following colleagues were actively involved in the institutions and workgroups indicated below: [G4-16, G4-41]



Transparency & fair competition [G4-DMA]

We routinely work with physicians and other medical professionals, healthcare organizations and patient organizations. This collaboration of research-based pharmaceutical companies and physicians, scientists and patient associations is important to achieving advances in medicine—for example, to develop drugs that improve clinical treatment procedures and to support the care and information provided to patients.

Transparency is essential to earning the public's trust in our company. This is why we support the European Federation of Pharmaceutical Industries and Associations (EFPIA) and Pharmig's efforts to increase transparency in the pharmaceutical industry. We disclose benefits-in-kind granted to medical professionals and healthcare organizations at www.Pfizer.at. This serves the purposes of voluntary self-regulation and transparency in our business activities.



In what areas does Pfizer work with doctors and institutions?

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

Research and development
(e. g. clinical or non-interventional studies)

Service and consulting
(e. g. lectures, medical/science advisory)

Functions and events
(e. g. participation fees, travel expenses for advanced training)

Donations and grants

Disclosure of benefits-in-kind to physicians and other medical professionals

In 2014, the Austrian Pharmaceutical Industry Association (Pharmig) and the Austrian Medical Association (ÖÄK) adopted new rules in their codes of conduct governing cooperation between physicians and pharmaceutical companies. The new regulations stipulate that benefits-in-kind granted to physicians and other members of the medical profession as well as to organizations in the healthcare system are to be documented as of January 1, 2015, and published for the first time as of June 2016. Rooted in a European Federation of Pharmaceutical Industries and Associations initiative, this requirement is now being implemented throughout Europe

As a member of Pharmig, Pfizer Austria is beholden to the Pharmig Code of Conduct. Pfizer disclosed benefits-in-kind granted to members and institutions of the medical community for the second time in a comprehensive transparency report. This encompasses expenses for research and development, donations, sponsorships and other financial support, invitations to training events, services and consulting fees. The purpose of this reporting is to create transparency, thereby helping the public gain a better understanding of the collaboration between the medical community and the industry, and building trust in our company. This disclosure shows all benefits granted in the previous year, either individualized by name or aggregated. Data privacy laws require the given person or institution's consent to individualized disclosure.

Who benefits from the collaboration between Pfizer and medical professionals?



Patients

benefit from jointly achieved advances. This can range from newly developed drugs to better ways of using legacy medicines—anything to ensure every patient gets the best possible treatment for that individual.



Medical doctors and scientists

have opportunities to research, take part in clinical trials, and apply new therapies at an early turn. They can also take advantage of a wide range of advanced training and education offerings.

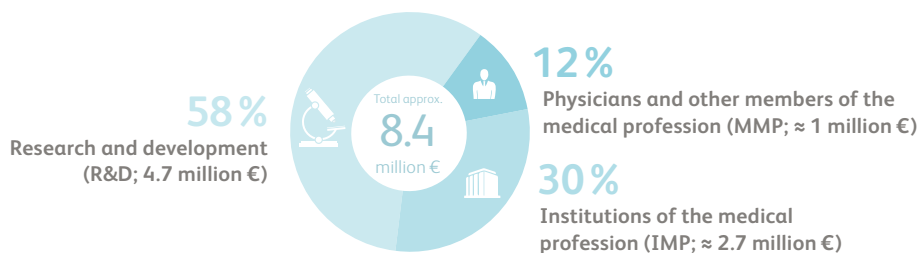


Our researchers

can draw on the practical experience gained with their innovations and then leverage this experience to drive efforts to enhance legacy medicinal products and develop new drugs.

Benefits-in-kind granted to members of the medical profession in 2016

Since late June 2016, Pfizer has disclosed benefits-in-kind granted to physicians and other medical professionals as well as to healthcare organizations in Austria at www.Pfizer.at/verantwortung/transparenz.html.



Payments/benefits granted to patient organizations

Since 2009, Pfizer Austria has disclosed biannually all monetary donations and other benefits (donations in kind, sponsorship and training) granted to patient organizations. For more on this, see the section entitled “Community” on page 49 and visit www.Pfizer.at/patienten/patientenorganisationen.html.

Drug donations

In Austria, Pfizer donates medicines exclusively to registered domestic institutes and associations, in line with local needs. The guidance for drug donations is sourced from the Drug Donation Guidelines of the World Health Organization (WHO Drug Donation Guidelines 2010), the Pharmig Code of Conduct, and the nation’s laws. To learn more, see the section entitled “Community” on page 53 and visit www.Pfizer.at/patienten/patientenorganisationen.html.

Framework Pharmaceutical Contract

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

Facts and figures

GRI	Key figures	PCA 2014 ¹	PCA 2015 ¹	PCA 2016 ¹	PMA 2015 ²	PMA 2016 ²
G4-S03	Locations investigated for corruption	0	0	0	0	0
G4-S05	Corruption cases and action taken	0	0	0	0	0
G4-S06	Total value of political donations [€]	0	0	0	0	0
G4-S07	Total number proceedings because of anti-competitive practices	0	0	0	0	0
G4-S08	Fines [€]	0	0	0	0	0
	Solidarity payments, Framework Pharmaceutical Contract [€]	1,047,978	1,005,568	≈ 6 million**	0	0
	Benefits-in-kind granted to members of the medical profession (MMP) for training and fees [€]	NS*	900,000	1,049,072	0	0
	Benefits-in-kind granted to institutions of the medical profession (MMP) for events, training and scientific activities [€]	NS*	1.5 million	2,694,033	0	0
	Research and development (R&D) [€]	NS*	26.7 million	4,684,480	0	0
G4-S03	Number of audits focused on corruption: The results of Pfizer’s last internal audit were so compelling that in future we will only be audited globally by Pfizer every three years. The next internal audit is scheduled for 2017.					
G4-S08	Information and training on measures and identified significant risks: Mandatory training and communication for all employees. Every employee was trained within a year.					

1 Pfizer Corporation Austria’s fiscal year
 2 Pfizer Manufacturing Austria’s fiscal year
 * NS = not specified: Figures were not published prior to 2015.
 ** Preliminary figures



“Europe’s pharmaceutical industry has disclosed on the Internet payments and benefits-in-kind to physicians and institutions of the medical profession since 2016. In a few years’ time, this new disclosure will be a matter of course. Then we won’t even remember that things were ever any different.”

Mag. Edda Wengler-Stachel
Clinical Officer Pfizer Oncology

Goals

Ziele	Actions taken in 2016 to achieve goals	Actions we have yet to take	Actions we intend to take in 2017/18
Promote compliance within the company	<ul style="list-style-type: none"> • 100% of employees in relevant business units trained on Pfizer’s Blue Book anticorruption guidelines • Whistle-blowing compliance helpline set up for all stakeholders to convey any concerns, problems and suggestions of any type • ‘My Anticorruption Policy and Procedures’ rolled out throughout the company 	–	<ul style="list-style-type: none"> • Train 100% of employees in relevant business units on Pfizer’s Blue Book anticorruption guidelines • Audit the archive service provider • Implement the suggestions for improvement gleaned from the audit to continue developing the company
Create transparency in the company	<ul style="list-style-type: none"> • Disclosed benefits granted to members of the medical profession (MMP) and to institutions of the medical profession (IMP) (EFPIA Disclosure Initiative) • Disclosed all benefits and donations granted to patient organizations and self-help groups 	–	<ul style="list-style-type: none"> • Have Compliance Officers collaborate and network internationally across the group • Regularly disclose benefits granted to members of the medical profession (MMP) and to institutions of the medical profession (IMP) (EFPIA Disclosure Initiative) • Regularly disclose all benefits and donations granted to patient organizations and self-help groups



OUR RESPONSIBILITY:
FOR AND WITH ONE
ANOTHER

Our priority SDGs:

3 GOOD HEALTH
AND WELL-BEING5 GENDER
EQUALITY8 DECENT WORK AND
ECONOMIC GROWTH

We work together

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.

Pfizer's focal points are:

Conditions of work

Pfizer's open, accountability-minded culture offers plenty of room for personal and professional growth. Our employees also appreciate the opportunity to work flexibly.

Family-friendly employer

Awarded the full berufundfamilie [work and family] audit certificate in 2011, Pfizer Austria continues to pursue many initiatives aimed to strike a better work/family balance.

Health and safety at work

Pfizer attaches great importance to the health and safety of its employees. The Environment, Health & Safety (EHS) management system at our site in Orth an der Donau serves to ensure health and safety throughout the facility. Company health promotion programs are underway at Vienna and Orth an der Donau.

Human development and training in the workplace

Pfizer employees can bring their talents to bear and seize opportunities for personal and professional growth offered by international secondments and mentoring.

Social dialog and co-determination

Regular performance reviews, the open-door policy, employee surveys, the Works Council and the Fair Play Team contribute towards our efforts to support co-determination and nurture the dialog within our company.

Diversity and equal opportunity

We see diversity in our company as an enrichment. Pfizer is committed to diversity and a signatory to the Diversity Charter, a voluntary pledge endorsed by the Chamber of Commerce.

Conditions of work

OWN IT! – Fostering a culture of accountability

Our OWN IT! culture enables our colleagues to try out new ideas, engage in open discussions, build cooperative relationships, and reinforce positive behaviors. OWN IT! means we want to develop a culture that positions Pfizer for long-term success.

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

Another campaign called Dare to Try is underway at Pfizer to encourage employees to explore innovative new possibilities and ideas beyond the confines of conventional thinking in order to drive the business forward.

Pfizer Austria Leadership Charter

Pfizer Austria’s Country Management and all supervisory personnel developed the Pfizer Austria Leadership Charter in a joint effort. This charter sets out action- and communication-related guidelines, and everyone at Pfizer Austria with the responsibility for leading people has committed to it.

The key points are:

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

The aim is to promote a uniform style of leadership and hone all managers’ leadership skills.

ONE Pfizer esprit de corps

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

Family-friendly employer

berufundfamilie audit certificate

Pfizer Austria has been entitled to the full berufundfamilie [work and family] audit certificate since 2011. Awarded by the Federal Ministry for Families and Youth, it signifies an organization’s dedication to promoting and systematically implementing family-friendly measures. Pfizer Corporation Austria was awarded the berufundfamilie government seal of quality for the second time in 2014.

www.familieundberuf.at



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

Unternehmen für Familien

Pfizer Austria joined the Unternehmen für Familien [companies for families] network in November 2016. Set up by the Federal Ministry for Families and Youth, it goes to connect companies and communities that are interested in and committed to family-minded HR and community policies. The aim is to steadily improve the family/work balance and to help ensure Austrian communities are family-friendly places to live. For more on this, visit: www.unternehmen-fuer-familien.at/netzwerk/partner/Pfizer-Austria.html



Home Office

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

Flexible working hours: The Zeit+ time tracking system

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

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

Support to help employees with a variety of life's challenges

One service merits special mention: A helpline is available to our employees at Orth an der Donau to address a wide range of life's challenges (financial issues, family matters, bereavement, burnout prevention and counseling, childcare matters, etc.). It is anonymous and free of charge. There are plans to offer this service to staff at the Vienna location (from July 2017). For more on this, visit: www.consentiv.com



Health and safety at work [G4-LA8]

Environment, Health & Safety (EHS) management system

At our site in Orth an der Donau, we manufacture vaccines that improve people's health and well-being worldwide. It is management's responsibility to ensure a safe working environment for our employees. Seventy people work under Biosafety Level 2 or Biosafety Level 3 conditions (see the table on page 28). We support our colleagues' efforts towards workplace safety and positive attitudes to safe labor practices. Our safety-first culture calls for high standards above and beyond the minimum required by law.

Our Environment, Health & Safety (EHS) management system serves to ensure health and safety throughout the facility. To this end, we set specific goals and define indicators, and measure our performance against these indicators. We also look to global EHS standards and objectives to provide us with guidelines for safe practices. These are incorporated into the local EHS management system. We develop and plan safe procedures in our facilities. And we assess our processes, products, equipment and facilities with EHS in mind. Every effort is made to report and evaluate all near-miss incidents, to take action to prevent their recurrence, and to improve our EHS system. The insight gained in risk assessments enables us to prioritize measures according to importance. One of our greatest priorities is safety, which is why we are committed to making our plant an accident-free facility. We support each other's efforts to this end. Pfizer uses Leading Safety Indicators to make EHS measurable. The Good Saves program serves as one of our key indicators. It is comparable to Austria's statutory provisions for near-miss incidents, but this program's reports far exceed the legal requirements. Good Saves aims to motivate all employees in the facility to adopt a safety-first mindset.

Every employee develops safety awareness of his or her job—for that individual's benefit and for the benefit of the team. The workforce is encouraged to report observations and prevent recurrences. Pfizer Manufacturing Austria launched this program in 2015, tallying 505 reports in 2016 with 79.55% of the workforce taking part.

Declaration of biosafety level areas pursuant to the Biological Agents Ordinance:

Biological agents by risk/hazard group	Infection risk	Risk of spreading to the community	Effective prophylaxis or treatment
1	Unlikely to cause human disease	Not applicable	Not applicable
2	Can cause human disease and might be a hazard to employees	Unlikely	Usually available
3	Can cause severe human disease and present a serious hazard to employees	Likely	Usually available
4	Cause severe human disease and are a serious hazard to employees	May be great	Usually not available

Preventive health measures

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

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

A **workplace ergonomics expert** is available to employees on demand to assess the individual’s workspace and formulate suggestions for improvement. Employees may also opt for in-house massages and take part in a regular ‘healthy back’ workshop offering tips and exercises for working hours spent at the computer.

Continuing education and knowledge transfer [G4-LA10]

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

Personal development and career planning

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

Trainings and seminars

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

International career opportunities

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

Mentoring

All of Pfizer Austria’s employees are welcome to take part in a mentoring program launched in October 2015. Mentoring is a share-and-care program aimed to develop mentees’ personalities by supporting their professional and personal growth. Mentors serve as advisors, sharing their experience and knowledge to benefit mentees’ development. A mentor is never the mentee’s line manager. The mentee-mentor relationship is confidential, as is all the information imparted. The usual period for a mentorship is 12 to 18 months. The Fair Play Network Austria coordinates the mentoring program at Pfizer Austria in collaboration with the local

HR department. Employees have taken a great interest in this program. More than 20 mentoring relationships have been initiated with more to come.

Business-Intelligence-Projekt

Comprised of a series of lectures, trainings and excursions for employees, the Business Intelligence project aspires to facilitate continuous learning within the organization. These events go to broaden our horizon by exploring vistas beyond the boundaries of our business, and challenge us to look further afield in search of inspiration.

Employment and employment relationships

Pfizer also employs temps/contractors. In 2016, the Fair Play Network team evaluated potential differences between Pfizer employees and contractors' access to certain benefits, redressing the differences that can be redressed. The next step is to inform employees in order to clarify any residual ambiguities about this matter.

At the time of writing, 26.5% of our colleagues are over 50 years of age. The issue of age-appropriate work will be of increasing concern to us in the future, particularly what options, apart from progressive retirement, do we have to prolong colleagues' productive role and tap their valuable experience to enrich our teams and our company. For employees that the company is compelled to part with, Pfizer provides outplacement counseling.

Social dialog and co-determination [G4-49]

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

Employee surveys

Pfizer conducts an annual global employee survey called Pfizer Voice. Its questions address matters of leadership, employee satisfaction and motivation, training, professional development, information policies and communication. The feedback tells us what we are doing well and where there is room to improve. In recent years, we developed an action plan after each survey to work towards improving areas in which we could do better. In 2016, Pfizer Austria was in the green zone for all survey categories. Employees at the Orth an der Donau site were able to participate for the first time in 2016.

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

Lower than 65%: negative, 65-74%: neutral, higher than 74%: positive

Works Council

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

Chair of the Vienna Works Council: Susanne Lind, Chair of the Orth an der Donau Works Council: Monika Kies

Diversity and equal opportunity

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

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

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

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

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

People from 27 countries work at Pfizer in Austria: Belgium, Bosnia, China, Croatia, Czech Republic, France, Germany, Iraq, Iran, Italy, Japan, Luxembourg, Macedonia, Hungary, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Sweden, Slovenia, Turkey, UK, Ukraine, United Kingdom, USA, Uzbekistan and Austria (2016).

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

The Fair Play Team at Pfizer Austria took the 4th International Diversity Day 2016 as an occasion to make a statement about diversity at our company. As part of the Proud of Our Diversity campaign, employees showed what makes them special as people. An exhibition at both locations in Vienna and Orth an der Donau celebrated role models and pioneers of the LGBT (Lesbian/Gay/Bisexual/Transsexual) movement such as Frida Kahlo and Oscar Wilde.

Fair Play Network

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

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

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

Facts and figures

GRI	Key figures	PCA 2014 ¹	PCA 2015 ¹	PCA 2016 ¹	PMA 2015 ²	PMA 2016 ²
G4-9, G4-10, G4-LA12	Total workforce	249	260	281	261	257
	Men	72	73	84	151	117
	Women	177	187	197	145	140
	Contractors	43	43	58	16	9
	Men	10	10	17	6	5
	Women	33	33	41	10	4
	Headcounts	206	217	223	245	248
	Men	62	63	67	110	112
	Women	144	154	156	135	136
	Full-time	163	169	173	205	208
	Part-time	43	48	50	40	40
	Maternity leave	12	14	9	18	15
	Paternity leave	–	–	1	–	0
	Released	3	6	7	1	1
	On Sabbatical	1	0	1	0	0
	Age (Pfizer only; contractor ages not on file)					
	Under 30	11	13	11	40	31
	30–49	141	136	145	164	153
	50 and over	54	68	67	41	56
	Average age	43.3	44.6	44.35	39.05	40.18
	Citizenship					
	Austrian	178	188	NS*	NS*	NS*
	Other nationality	28	29	NS*	NS*	NS*
	Born in Austria	166	173	NS*	NS*	NS*
	Born outside of Austria	40	44	NS*	NS*	NS*
	Persons with disabilities	6	7	2	2	4
	Persons with supervisory responsibility	32	40	43	35	39
	Men	20	22	22	22	21
	Men in %	62.5	55	51.2	62.9	53.8
	Women	12	18	21	13	18
	Women in %	37.5	45	48.8	37.1	46.2
G4-EC6	Percentage of locally recruited leaders in the management team (%)	63.63	72.72	100	90.9	100
G4-LA1	Total number and rates of new employee hires and employee turnover (exits)	24	18	–	12	7
	Employee turnover (terminations by employees)	14	10	–	8	0
	Employee turnover (terminations by employer + by employees)	–	–	14	–	14
	Employee turnover (in %)	–	–	6.26	–	5.67
	New hires	22	13	30	31	14
G4-LA3	Returned and retained after parental leave	5	8	12	6	3
	Termination by mutual agreement	1	0	0	1	1
G4-LA6	Accident types and rates, organization overall	1	1	0	6	1
	Commuting accident	1	1	0	0	0
	Work accident	0	0	0	6	1
	On long-term sick leave (>6 months)	0	1	0	NS*	0
	Cases of occupational diseases	0	0	0	0	0
	Days of sick leave (calendar year)	1,459	1,549	1,471	NS*	3,511
	Days of sick leave, men	–	–	405	–	1,366
	Days of sick leave, women	–	–	1,066	–	2,145
	Days of sick leave per employee	6	6	5	–	14
	Home office days	2,207	2,096	4,705	*	1,792
	Home office days, employees	–	–	4,408	–	1,792
	Home office days, contractors	–	–	297	–	0
G4-LA7	Workers at risk of occupation-related diseases	0	0	0	75**	70**

¹ Pfizer Corporation Austria's fiscal year

² Pfizer Manufacturing Austria's fiscal year

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

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

Facts and figures

GRI	Key figures	PCA 2014 ¹	PCA 2015 ¹	PCA 2016 ¹	PMA 2015 ²	PMA 2016 ²
G4-11	Percentage of total employees covered by collective bargaining agreements	100% (all except Country Manager)			NS	
G4-LA2	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			None	
G4-LA5	Joint management–worker health and safety committees	Safety specialist, occupational physician, safety officers, Works Council, first responders			EHS, safety officers, safety specialist, Works Council, first responders	
G4-LA9	Average hours of training employees have undertaken during the year by category and gender	At the time of writing, it is not possible to retrieve data on training hours from the system. The next report is to present data on external training hours			At the time of writing, it is not possible to retrieve data on training hours from the system. The next report is to present data on external training hours	
G4-LA11	Percentage of employees who receive a regular performance and career development review	100% (Global Performance Management [GPM], Individual Development Plan [IDP] or Sales force duty roster)			100% (of employees with an active employment contract)	
G4-LA13	Ratio of basic salary and remuneration of women to men	No data on wages/salaries			No data on wages/salaries	
G4-EC3	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 health-care, 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	
	Audits		November 2015: Global Asset Protection Security Assessment. Result: Very positive		Feb. 2015: EHS Baseline Audit (Pfizer global), next audit scheduled for 2017 Nov. 2015: Fire safety audit by XL Gaps	Sept. 2016: Fire safety audit by XL Gaps and audit by animal research authority

1 Pfizer Corporation Austria's fiscal year. 2 Pfizer Manufacturing Austria's fiscal year.

Goals

Goals	Actions taken in 2016 to achieve goals	Actions we have yet to take	Actions we intend to take in 2017/18
Maintain and promote employee satisfaction	<ul style="list-style-type: none"> Conducted regular Pfizer Voice employee survey to analyze opportunities for improvement Drove on with the OWN IT! initiative for cultural change at Pfizer 	–	–
Support employees' work/life balance	<ul style="list-style-type: none"> Liberal use made of home offices 	<ul style="list-style-type: none"> Harmonize the Sales force's days off 	<ul style="list-style-type: none"> Use the Consentiv service offering for Vienna: Counseling for employees (anonymous) for burnout prevention, financial woes, family problems, bereavement, childcare

“Despite the demanding jobs, Pfizer enables me to reconcile work and family life. Not only that: As Chair of the Pfizer Austria Fair Play Team, I can even help shape the conditions myself, for example, by developing rules for home office use or a maternity/paternity guide for mothers and fathers at Pfizer.”

Mag. Nicole Zahradnicek
Senior Commercial Strategy Manager, Pfizer Oncology,
Chair Pfizer Austria Fair Play Team



Goals

Goals	Actions taken in 2016 to achieve goals	Actions we have yet to take	Actions we intend to take in 2017/18
Be a family-friendly employer by offering support	<ul style="list-style-type: none"> Buddy system kept people on parental leave connected to the company Revised Step-by-Step Guide to facilitate on-boarding after a hiatus (planned for 2016) Took part in the Unternehmen für Familien network 	–	<ul style="list-style-type: none"> Repeat berufundfamilie audit Set up a parent-and-child room in the Vienna office Organize a Family Day at Pfizer
Train and educate employees well	<ul style="list-style-type: none"> Persisted with mentoring and development programs (job rotation, secondments) Pressed on with the Business Intelligence project to grow our general knowledge of the pharmaceutical industry 	<ul style="list-style-type: none"> Step up talent acquisition programs 	<ul style="list-style-type: none"> Drive the FOPI campaign to raise employees' awareness Stage Digital Health employee event Take part in Rare Disease Day – jointly increase awareness of rare diseases with patient organizations
Assure equal opportunity and prevent discrimination at the workplace	<ul style="list-style-type: none"> Raised diversity & inclusion awareness (Rainbow Honor Walk, Diversity Day poster campaign) Continued to assess and, when feasible, harmonize differences between contractors and Pfizer employees (Corporation) 	–	<ul style="list-style-type: none"> Host a diversity workshop to develop ideas for improvement
Promote employees' health	<ul style="list-style-type: none"> Took measures to prevent all types of accidents and boost employees' awareness on the job Continued to develop measures to promote occupational health based on a 2013 survey to assess work-related physical and psychological burdens Used the Consentiv service offering at Orth an der Donau: Counseling for employees (anonymous) for burnout prevention, financial woes, family problems, bereavement, childcare 	–	<ul style="list-style-type: none"> Use the Consentiv service offering for Vienna: Counseling for employees (anonymous) for burnout prevention, financial woes, family problems, bereavement, childcare Step up the 'Fit and Healthy' workplace health campaign Focus on addiction in the workplace



OUR RESPONSIBILITY:
PATIENT SAFETY

Alex Scheithauer,
Operator FSME

Our priority SDG

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



How we assure quality

At Pfizer, our task is to develop innovative drugs and make them available to patients—this is our core competence. And this is how we contribute towards a healthier world and achieve business success.

We manufacture and market our products in a responsible way, and inform both patients and physicians about benefits and risks. The Medicinal Products Act (AMG), the Medicinal Products Import Act (AWEG) and the Arzneimittelbetriebsordnung (Medicinal Product Plant Regulations; AMBO) provide the legal underpinning for Pfizer's activities in Austria as a pharmaceutical company. In addition, Pfizer Austria adheres to the Code of Conduct (VHC) of the Austrian Pharmaceutical Industry Association (Pharmig).

Our commitment to patient safety:

Clinical trials

All clinical trials comply with international standards as well as with national and industry regulations. A clinical study is terminated immediately in the event of any concrete safety concerns.

Science and medical experts

Pfizer's science and medical experts weigh the risk and benefit throughout a drug's lifecycle to ensure that it is well tolerated and effective.

Manufacturing

Our production facilities operate according to the rules of Good Manufacturing Practice (GMP). Geared specifically to pharmaceuticals, these quality standards are internationally valid and rank among the strictest in manufacturing. And the technologies used are among the most advanced and safest available today.

Distribution

In the area of transport, Pfizer works exclusively with suppliers whose vehicles are equipped with suitable temperature recording devices and who comply with local (AMBO, Transport Code) and international (Good Distribution Practice) statutory requirements. Compliance with these guidelines is monitored on an ongoing basis.

Product quality

We develop and maintain a quality management system that complies with the regulations and meets the expectations of health authorities, our customers and patients.

Adverse drug reactions (ADRs) and product quality complaints

Pfizer takes all reports of adverse reactions and quality defects very seriously. These reports are documented, assessed by experts, and appropriate actions are taken.

Security

Pfizer researches and employs new technologies to combat theft in the supply chain and counterfeit products, thereby contributing to public health security.

Protecting patients' health and safety [G4-PR1]

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

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

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

Education & awareness [G4-PR3]



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

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

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

Service for medical professionals: www.Pfizermed.at



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

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

Patient service: Pfizer helps doctors treat migrants

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

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



Compliance/Adherence

Medication must be taken as directed for it to be effective. Each package contains extensive information on effects, side effects and proper use. For more complex applications in some therapeutic areas such as rheumatology, endocrinology and oncology, Pfizer supports patients with other guidance and videos to ensure medicine is taken properly and regularly as prescribed.

Mobile applications (apps)

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

Pfizer has offered iMonitor, a user-friendly web-based software application, since 2016. It is available free of charge to physicians and their patients with rheumatoid arthritis, psoriatic arthritis or ankylosing spondylitis (Bekhterev's disease). With this tool, patients can record information about the state of their health on the fly for their doctor to view at any time between regular checkups. iMonitor thus enables patients to play an active role in therapy management.

The **Mein Kopfschmerz app** [My Headache] enables patients to readily track headaches, capturing details such as the duration and severity of pain and the accompanying symptoms. The patient can specify exactly when and under what circumstances the pain occurs, how it affects day-to-day activities, and how they are affected by the current treatment. This serves to accurately document the headache's progression. The app stores information entered by the patient. A report can be generated based on this data, and then furnished to the doctor at the next consultation for detailed analysis and treatment. Patients can download Mein Kopfschmerz free of charge from the App Store and Google Play Store.

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



Data protection and privacy

Pfizer believes that access to information from clinical trials is important to scientists, physicians, the studies' participants, and regulatory bodies to help advance the state of medical knowledge. It is also crucial to strictly control access to data from studies in order to maintain regulatory bodies' authority and foster new research. With all this in mind, we provide unrestricted access to the data from our studies, regardless of whether the results are neutral, negative or positive.

Since 2007, the USA has required all clinical trials submitted to the FDA to be registered in a public database and the results to be published upon the trials' completion. The results of recent studies are posted at www.clinicaltrials.gov.

Studies carried out in Europe are published in the database of the European Medicines Agency (EMA) at www.clinicaltrialsregister.eu. Europe has, since 2014, also required reports on the results of all studies in this registry to be published.

In addition, all our customer databases are registered with the Austrian Data Protection Authority and comply with all applicable regulations and guidelines. Pfizer currently has 24 data applications registered at the Data Protection Authority.



Access to essential medicines

Pfizer sells 131 medicinal products in various dosage forms, package sizes and potency levels on the Austrian market (for a total of 606 articles). This product range includes prescription drugs (original products, biologics and biosimilars) as well as over-the-counter products.

Accurate demand planning and responsible supply chain management are at the core of Pfizer Austria's business activities. Timely access to our medicinal products is imperative, as some of these products support, sustain and save lives.

Our products must be available immediately when they are needed. Although we analyze market demand in great depth and plan accordingly, there may be situations where medicines are not available. Pfizer works proactively with all departments involved in the management of supply bottlenecks to prevent such critical situations. Our delivery capacity in 2016 was 98.8% (based on days on which a product was available in the warehouse), indicating a high level of product availability.

The Pfizer Global Supply (PGS) President’s Award is presented to Pfizer sites and countries that have made remarkable progress in their areas of responsibility and therefore a key contribution to implementing the PGS strategy. Austria garnered two PGS President’s Awards in 2016:

- Pfizer Manufacturing Austria – Gold President’s Award
- Pfizer Corporation Austria Supply Team – Silver President’s Award

Safety-relevant information and complaints [G4-PR5]

We can all help make medicines even safer by reporting information about the safety, quality and side effects of our products.

At Pfizer in Austria, patients, doctors, pharmacists and the general public have the following options:

- Adverse event reports
- Product complaints
- Medical information service for doctors

When Pfizer employees worldwide learn of adverse events, they must notify the company within 24 hours at the latest. This is rigorously monitored. Regular training courses are held to inform and train all employees accordingly. Safety-relevant information is forwarded to the regulatory authorities and, if necessary, included in the product information.

Adverse event reports

We need to know and understand the safety and quality profile of all Pfizer products in order to provide physicians, patients, pharmacists and users with the best possible information. The safety profile of a drug is not yet fully clear at the time of its market launch, as some adverse events may only be detected after it is used by 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.

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

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

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



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

Complaints

Product defects may occur despite our rigorous quality and safety controls. Dissatisfaction with a product may be reported by anyone who learns of it—in person, to Sales force staff, or by phone, email or mail to Pfizer Austria. All Pfizer employees are trained to recognize product complaints and are required to pass them on immediately.

The Quality department investigates every complaint jointly with the manufacturing facility. This effort goes to determine causes and corrective measures. All this is done in accordance with the applicable statutory provisions and, if necessary, in close cooperation with the authorities.

The Quality Department constantly strives to improve product safety and customer satisfaction. Every year, it conducts training for all employees on good sales practices, safe handling of samples for medical professionals and reporting product defects. The Quality department is responsible for handling all reports about quality defects.

There were 425 complaints in 2016, which amounts to 0.0034% of the total number of packages sold. The company inspects every submitted package, and, if necessary, notifies the Austrian Agency for Health and Food Safety. This was not necessary in 2016.

Several changes triggered by customer complaints were made to product packaging and patient information in 2016, for example, changes to packaging to make it easier to differentiate Temesta®, Epanutin®/Ketanest® and Vibramycin®.

A report on the TBE vaccine merits special mention: The vaccine's blister packs are glued together in a U-shape. This goes to prevent condensation and allow for visual inspection before the vaccine is administered. The blister packs are partially open by design, but after receiving feedback from doctors about this, we added a note explaining the reason for it. This is just one example of how innovative product features, paired with appropriate labels, assure patient safety

Patients, doctors and pharmacists may report a Pfizer product's quality defects directly by calling **+43 1 521 15-0** or sending an email to **reklamation.austria@Pfizer.com**.

Pfizer Medical Information

In addition, the Pfizer Medical Information service is available to doctors, pharmacists and patients. It is a global team of employees tasked to provide up-to-date, scientifically sound and balanced answers to medical questions about our products. It responded to more than 1.4 million customer inquiries worldwide in 2015.

Physicians, pharmacists and patients in Austria also like to use the service. Customers can call or email us with their medical questions or send us messages around the clock via an online form.

The Medical Information department can be reached by calling **+43 1 52115-0**, sending an email to www.Pfizer.at/medinfo, using our online form at **medicalinformation.austria@Pfizer.com** (for medical professionals only) or by contacting our Sales representatives. To learn more about our service, visit www.pfizer.com/medinfo.



Responsible claims handling

There was one claim during the reporting period:

In July 2015, Pfizer Austria was subject to a claim for damages in connection with an antibiotic. The plaintiff, a patient who had used the antibiotic off-label to treat a rare disease, alleged that she had been treated with a faulty batch of the product since spring of 2011, causing her health to deteriorate. Pfizer had recalled a batch of the product in October 2011, a move that had been coordinated with the local Austrian Agency for Health and Food Safety (AGES). This batch was first delivered in summer 2011. As the color did not meet the approved specification, it was decided, as is customary in such cases, to issue a stop-sale and initiate a recall of remaining products. Thorough analyses of the batch and an evaluation of the adverse events database showed that there was no safety risk for patients. Pfizer was able to substantiate in court that it had not brought to market a harmful batch, nor engaged in any other misconduct. At the request of the plaintiff, a permanent stay of proceedings was agreed in February 2016.

Responsible marketing [G4-PR7]

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

Best consumer information: Pfizer wins 2016 Quality Award

IMS Health and the Austrian Pharmacists' Association confer the Quality Award Once a year. The jury's decision is based a survey that asks around 500 pharmacists about the OTC (over-the-counter or non-prescription drugs) industry. It is carried out jointly with the Austrian Pharmacists' Association. The 2016 Quality Award for the best consumer information went to Pfizer Austria for its outstanding efforts to provide information to patients interested in non-prescription Pfizer products such as ThermaCare® and Vitasprint®. Quality, information and promotional measures are three parameters that pharmacists in Austria acknowledge with this award.

Immunization awareness

Initiated in the 1980s, an annual Austria-wide TBE (tick-borne encephalitis) awareness campaign has since been alerting the public to diseases transmitted by ticks. It explains their consequences, describes vaccination options, and is accompanied by an immunization campaign during which TBE vaccines are discounted. This regular education drive has helped reduce the number of cases by some 90% in Austria. There were around 700 cases a year before immunizations began in 1981; in 2016, there were 96 cases ("Virus-epidemiological Information 4/2017," Department of Virology, MedUni Vienna). This campaign focuses on dispelling widely held misconceptions about how the TBE virus is transmitted.

Smallpox is a disease that has afflicted humankind for a very long time. Archduchess of Austria Maria Theresa, for example, lost three of her 16 children to the disease. Today smallpox is largely unknown; the WHO declared the world to be free of smallpox in 1979. Similar success has been achieved with polio, tetanus and diphtheria. These accomplishments are attributable to national immunization programs that help prevent disability and death. Despite the encouraging developments, though, vaccination coverage in Austria is declining and the incidence of pertussis (whooping cough) and measles is increasing. Many diseases have been kept at bay, and are now so rare that people are no longer mindful of them. The risk of contracting measles is underestimated; it is dismissed as a harmless childhood illness. Unfortunately, the misconception that immunization is no longer necessary for such rare diseases lingers. However, facts show that vaccinations not only contribute to the health of the vaccinated individual, they also prevent the infection of others.

Facts and figures

GRI	Key figures	PCA 2014 ¹	PCA 2015 ¹	PCA 2016 ¹	PMA 2015 ²	PMA 2016 ²
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	100 %	100 %	100 %	100 %	100 %
	Delivery capacity	98.3 %	97 %	98.8 %	97 %	98.8 %
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their lifecycle, by type of outcomes	0	0	0	0	0
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	0	0	0	0	0
G4-PR6	Sale of banned or disputed products	0	0	0	0	0
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	0	0	0	0	0
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	0	0	0	0	0
G4-PR9	Fines for non-compliance with laws and regulations concerning the provision and use of products and services	0	0	0	0	0

¹ Pfizer Corporation Austria's fiscal year
² Pfizer Manufacturing Austria's fiscal year

“A TBE vaccine production run takes about nine months; the vaccine produced in this way can protect around 50,000 people. We make an important contribution to prevention with our vaccines.”

DI Martin Außerleitner
Production Manager Pfizer Manufacturing Austria



Goals			
Goals	Actions taken in 2016 to achieve goals	Actions we have yet to take	Actions we intend to take in 2017/18
Assure patient health and safety	<ul style="list-style-type: none"> Product and drug safety: Introduced packaging with seals that cannot be restored to their original condition after opening. Aim: Rule out the possibility of manipulated content. Packaging to be implemented step by step, with plans to go live in 2017 Steadily improved storage and transport security 	–	<ul style="list-style-type: none"> Equip all packaging with a 2D security code by 2019 allowing every Pfizer medicinal product to be identified and traced individually and to keep counterfeit drugs out of the legal supply chain. To be implemented step by step Raise awareness and educate on the subject of antibiotic resistance
Increase customer satisfaction	<ul style="list-style-type: none"> Stepped up rapid response to customer complaints (425 complaints in 2016 = 0.0034%) Updated Pfizermed.at; introduced an ordering tool for physicians 	–	–
Protect customer privacy	<ul style="list-style-type: none"> All our databases are registered with the Austrian Data Protection Authority. There were no data privacy-related complaints in 2016 	–	<ul style="list-style-type: none"> Introduce new data privacy rules in the company
Inform and raise awareness	<ul style="list-style-type: none"> Extended digital product information channels alongside established channels (relaunched www.Pfizer.at with a new design, value-adding content and a new concept for addressing patients to raise awareness & educate) 	–	<ul style="list-style-type: none"> Offer more digital information channels to customers, for example, innovative virtual reality apps Raise public awareness of counterfeit medicines
Ensure access to essential medicines	<ul style="list-style-type: none"> Ensured Pfizer medicines were available to patients (98.8% delivery capability in 2016) 	–	<ul style="list-style-type: none"> Ensure Pfizer medicines are available to patients

OUR RESPONSIBILITY:
IN HARMONY WITH
THE ENVIRONMENT



Our priority SDGs:

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



Johannes Schreiner, Engineering Technician,
Robert Schmid, Supervisor Research,
Dr. Helga Savidis-Dacho, Supervisor Animal
Housing

What we do for the environment

Our environment and its resources are valuable assets to us and to future generations. This is why Pfizer is planning measures to reduce CO₂ emissions. Beyond that, we are committed to managing all resources in a careful, considerate way. The Pfizer offices in Vienna's Floridotower have been powered by 100% hydroelectricity since October 2016. We assure you, our internal and external customers and stakeholders, that we are serious about protecting the environment and are taking action to advance the cause. This effort is ongoing, and we are pursuing it jointly with all our contractual partners and suppliers.

The Pfizer Environmental Program encompasses the following areas:

Energy & climate change

Pfizer is working globally to reduce its CO₂ emissions and ecological footprint.

Greener processes & decreasing waste

Pfizer aims to minimize the environmental impact of its products and processes. To this end, we are developing eco-friendly packaging and increasingly using renewable energy in manufacturing. The Pfizer distribution network is working towards sustainable processes and a greener supply chain. Another goal is to decrease the amount of waste and recycle in the best ways possible.

Reducing water consumption

Pfizer is committed to minimizing water consumption. We recycle and reuse water when possible. The needs of local people are very much taken into account in areas where water supplies are scarce.

Raising awareness

Pfizer is taking action to promote responsible natural resource and environmental management. These initiatives address employees as well as customers and suppliers.

Fundamental principles of Pfizer's environmental policy

Pfizer has made a global commitment to the principle of sustainable management, including its core area of ecology. We seek to promote practices that reduce the negative impact on our environment. We are committed to preventive environmental protection. Our Green Journey sustainability program (<http://on.Pfizer.com/29jB3Np>) and our environmental sustainability goals focus on three key areas: [G4-14]



- Combat climate change and its effects
- Minimize our products' environmental impact
- Manage water resources with care

Pfizer has set itself the following global goals and intends to achieve them by the end of 2020 (targets based on 2010 data):

- Reduce greenhouse gas emissions by 20%
- Decrease waste by 15%
- Reduce water withdrawal by 5%

Austria has adopted these goals and plans to implement them in the next few years.

Prevention of pollution

Promote green commuting

Pfizer motivates its employees to leave the car behind when they travel to the office. Those who opt for public transport receive a monthly allowance. Bicycle parking and showers are available for cyclists.

The company also provides a factory shuttle bus at the Orth an der Donau site to reduce commuter car use. It runs to and from Vienna on weekdays.

Every year, Pfizer also takes part in the Austria Cycles to Work campaign. Our employees cycled 10,763.4 kilometers from February to July 2016.

Deploy innovative technologies

Pfizer has increasingly relied on video and phone conferences for many years now. Fewer journeys by car and air reduce our ecological footprint at home and abroad.

Shorten transport routes

Pfizer does not operate trucking fleets or logistics facilities of its own; we have outsourced these activities to external partners. Nonetheless, we continue to work with our partners towards eco-friendly improvements in this area.

Pfizer had operated two pharmaceutical warehouses, delivering supplies to its customers from Karlsruhe, Germany, and from a smaller warehouse for specialty products in Vienna. In a bid to make the logistics chain more flexible, eco-friendly, customer-centric and better prepared for the future, the two warehouses were consolidated in one central warehouse in Austria in September 2014. Kwizda Pharmadistribution GmbH in Leopoldsdorf near Vienna took over both warehousing and distribution. This shortened our transport routes.

Partners and customers joined in to better coordinate ordering, delivery and pick-up so that wholesalers now stop by just once a week to collect one major order.

These measures optimize supply chain processes and handling, reduce CO₂ emissions, and protect the environment.

Pfizer and Herba Chemosan are planning a pilot project for 2017 where returned medicinal products are to be destroyed directly by the wholesaler. Fewer trips to and from the plant means lower CO₂ emissions.

Sustainable use of resources

Energy efficiency

The results of energy efficiency audits conducted in March and August 2015 at the Vienna offices and in November 2015 at the Orth an der Donau plant helped us identify measures to improve energy efficiency and optimize energy use. These actions include reducing heating and electricity consumption, switching to 100% hydropower-generated electricity at the Vienna site, and raising awareness of employees with placards that read 'We're conserving.' Placed around the office, these remind everyone to do their part to help conserve electricity, water and paper.

We're conserving! Help make a difference.

We're conserving electricity!
Please consider the environment and switch off the lights when you leave the bathroom.

We're conserving water!
Please consider the environment and do not leave the water running unnecessarily.

We're conserving paper!
Please consider the environment and print documents only when absolutely necessary.

The journey to a paperless office continues: We have been billing wholesalers electronically since March 2016.

Treatment of animals

Pfizer's research is dedicated to the discovery and development of breakthrough drugs and therapies that will help prolong and improve people's lives. Pfizer has an ethical and legal obligation to evaluate the efficacy of medicines and therapies. Animal-based biomedical research in the pharmaceutical industry remains a vital component of discovery, evaluation and regulatory processes that lead to the development of products that save or improve human lives. New technologies make it possible in many cases to dispense with animal experiments. However, animal studies are frequently critical to their evaluation, and are required by regulatory authorities worldwide to ensure the quality, efficacy and safety of the medicines we discover. Pfizer endeavors to carry out as few animal experiments as possible and complies with all applicable statutory requirements.

Pfizer has developed a model to enable AGES, the Austrian Agency for Health and Food Safety, to dispense with animal experiments and test our vaccines on cell cultures. We are striving to introduce this model step by step at the Orth an der Donau facility so that, in the future, we can dispense with animal experiments altogether.

Pharmaceuticals in the environment

We are aware of the potential impact that the manufacture, use and disposal of our medicines can have on human health and the environment, and we are committed to minimizing this impact throughout our supply chain and our products' lifecycles. The disposal of our medicines is an important issue. An informational event held in 2016 highlighted its importance by increasing our employees' awareness of the proper procedures for disposing of medicines. We plan to set up a depot service at the Floridotower offices in 2017 for employees to drop off expired or unused medication during working hours for proper disposal. In addition, we intend to educate other stakeholder groups about the proper disposal of medicines.

Requirements for suppliers

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

In 2015, Pfizer developed the following supply chain goals aimed to achieved improvements benefiting the environment, to be achieved by the end of 2020. Austria has adopted these goals and plans to implement them in the next few years:

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

Facts and figures*

GRI	Key figures	PCA 2014 ¹	PCA 2015 ¹	PCA 2016 ¹	PMA 2015 ²	PMA 2016 ²
Scope 1-3	Total CO ₂ emissions [t]	571.56	598.80	1,765.64	1,595.65	1,913.66
G4-EN15 (Scope 1)	CO ₂ e emissions of the overall fleet in accordance with actual mileage [t]	511.70	518.78	520.14	0	0
G4-EN16 (Scope 2)	CO ₂ e emissions, electricity [t]	54.80	54.23	44.86	1,595.65	1,698.84
G4-EN17 (Scope 3)	Total CO ₂ e emissions [t]	5.06	25.78	1,200.64	0	214.82
	CO ₂ e consumption, paper [t]	5.06	2.82	3.42	0	0
	CO ₂ e emissions, deliveries to wholesalers [t]	NS*	22.96	21.36	0	0
	CO ₂ e emissions, air travel [t]	NS*	NS*	1,175.86	NS*	214.82
	Energy					
G4-EN 3	Electricity [kWh]	394,685	397,451	332,328	5,719,176	6,089,020
	Steam [kg]	–	–	–	12,470,625	9,036,796
	Compressed air [m ³]	0	0	0	77,354	34,648
	Heating [kWh]	167,256	153,468	189,517	0	0
	Cooling [kWh]	146,366	142,705	169,059	0	0
	Materials and water					
G4-EN17	Paper consumption [sheets]	957,500	534,000	647,500	0	0
	Paper consumption [per employee]	3,845.38	2,053.85	2,304.27	0	0
G4-EN8	Water consumption [m ³]	1,617.45	1,119.67	1,361.55	41,551	333,396.27
	Waste water [m ³]	0	0	0	39,347	33,763.05
	Mobility					
G4-EN15	Gasoline [l]	6,553.03	4,248.32	2,507.32	0	0
	Diesel [l]	188,042.24	192,759.05	190,138.24	0	0
	Total fuel consumption [l]	194,595.27	197,007.37	192,645.56	0	0
	Total fuel costs [€]	262,832.94	227,518.71	204,457.44	0	0
G4-EN17	Packages (2–8°C) to wholesalers [no.]	NS*	5,204	6,334	0	0
	Packages (15–25°C) to wholesalers [no.]	NS*	22,458	19,096	0	0
	Intercontinental air travel [passenger km]	NS*	NS*	1,159,015.12	NS*	202,909.38
	Inter-European air travel [passenger km]	NS*	NS*	1,723,513.98	NS*	334,400.27
G4-EN19	Public transport allowance [no. of people]	37	10	18	0	0
	Job tickets [no. of people]	41	43	54	0	0
	Pfizer Cycles to Work [participants]	9	11	13	8	9
	Nonhazardous & hazardous waste					
G4-EN23	Waste paper [t]	1.20	1.02	3.40	9.90	10.80
	Residual waste [t]	7.24	7.24	7.24	0	0
	Colored glass [t]	0.59	0.59	0.59	0	0
	White glass [t]	0.55	0.55	0.55	0.42	0
	Plastics [t]	0.58	0.58	0.58	0	0
	Metal [t]	0.07	0.07	0.07	0	0
	Medical waste (nonhazardous/ incinerated) [t]	0	0	0	31.08	46.64
	Carcass waste (nonhazardous/ incinerated) [t]	0	0	0	0.30	0.30
	Egg waste (nonhazardous/recycled) [t]	0	0	0	30.67	28.42
	Laboratory chemicals (hazardous/recycled) [t]	0	0	0	1.76	0.82
	Small electronic devices (hazardous/recycled) [t]	0	0	0.54	1.59	0.36
G4-EN25	Pharmaceutical waste (hazardous/ incinerated) [t]	0	0	0	1.76	0.33
	Compliance & investments					
G4-EN29	Fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	0	0	0	0	0
G4-EN31	Environmental protection investments [€]	0	8,700	0	15,000	10,890
G4-EN34	Number of grievances about environmental impacts	0	0	0	0	0
	Sale of compressed air to third parties [m ³]	0	0	0	162,834.9	198,036.93

* This marks the first time Pfizer Austria is reporting on its ecological footprint. The CO₂e figures are partly based on estimates. We aim to further develop and continuously expand on footprint reporting over the years ahead.

1 Pfizer Corporation Austria's fiscal year

2 Pfizer Manufacturing Austria's fiscal year

* NS = not specified: Figures were not published prior to 2016

“Cycling to work is the link between work and leisure time. It offers many benefits—it lets you exercise, clear your mind, come up with ideas, and experience exciting and beautiful moments.”

Dr. Helga Savidis-Dacho
Supervisor Animal Housing



Goals

Goals	Actions taken in 2016 to achieve goals	Actions we have yet to take	Actions we intend to take in 2017/18
Reduce resource consumption and emissions	<ul style="list-style-type: none"> Powered the Vienna office with 100% hydroelectricity 	<ul style="list-style-type: none"> Conduct fuel conservation training for the Sales force 	<ul style="list-style-type: none"> Source green electricity / increase clean energy share at Orth an der Donau
Promote responsible waste handling	<ul style="list-style-type: none"> Raised awareness and highlighted the topic of medicines disposal for employees at Vienna (Lunch & Learn event with ARA) 	–	<ul style="list-style-type: none"> Set up expired/unused medicine drop-off point for employees at the Vienna office AfB social & green IT – donate used IT hardware to charity
Promote green commuting and transport	<ul style="list-style-type: none"> Offered incentives for eco-friendly commuting, public transportation allowance/job tickets, and supported ‘Pfizer Cycles to Work’ Evaluated wholesalers/order processes and reduced order /pickup frequency 	–	<ul style="list-style-type: none"> Launch pilot project where the wholesaler destroys returned medicines directly to reduce trips to the plant
Raise awareness of environmental protection	–	<ul style="list-style-type: none"> Designate local EHS coordinator for the Vienna offices 	<ul style="list-style-type: none"> Engage in a stakeholder dialog to educate suppliers
Ensure sustainable procurement	<ul style="list-style-type: none"> Green printing – Complied with the ‘Print products’ guideline, used eco-friendly, materials for printed products, with onshore production in Austria 	–	<ul style="list-style-type: none"> Give preference to local suppliers



OUR RESPONSIBILITY
TO SOCIETY

Schmerzmittel

Our priority SDG

17 PARTNERSHIPS
FOR THE GOALS

Dr. Petra Kühhaas, Oncology Senior
Medical Manager EU-AfME, in action
in the Caritas Louise Bus

Achieving more together

At Pfizer, we firmly believe that a community needs two things to be sustainable—an innovative, entrepreneurial spirit and social conscience. With this in mind, we provide not only state-of-the-art medicinal products to society; we also play an active role in designing, implementing and supporting health initiatives and social projects. We believe that corporate social responsibility creates a win-win situation for all stakeholders—our partners, society as a whole, our colleagues and the company itself. [G4-S01, G4-S02, UNGC 1]

Our contribution to the community:

Creating jobs

Pfizer employs more than 500 people at two locations. Every summer, we also hire temporary student interns. Each job at Pfizer secures more jobs in Austria. Altogether, around 1,600 jobs in Austria depend directly or indirectly on Pfizer (Economica study).

Research in Austria

Clinical research is carried out together with partners in Austria, thereby contributing significantly to medical advances in Austria. In 2016, Pfizer invested €4.7 million in research and development in Austria.

Creating benefits for the region

We pitch in, for example, by assisting with refugee relief drives. We also engage with the community during our Corporate Volunteering Days.

Our health initiatives

Pfizer does its part for preventative healthcare with programs such as the Pfizer Kids initiative for children and adolescents.

Access to innovative medicines

Pfizer is committed to ensuring that all patients have access to innovative, high-quality medicines. We provide therapy options to physicians and patients and offer a broad portfolio of original and generic products as well as biologics and biosimilars.

Solidarity

Pfizer is a signatory to the Austrian Framework Pharmaceutical Contract. It documents a commitment made by the Austrian pharmaceutical industry to provide millions of euros in solidarity funding for the Association of Austrian Social Insurance Institutions and to support the Health Goals Committee, which pursues preventative healthcare projects for children and youth.

Creating jobs

Pfizer employs more than 500 people at two locations in Austria, making it one of the country's largest pharmaceutical companies. Pfizer Austria not only invests in its employees' continuing education. We also afford pupils, school-leavers and university students insights into the day-to-day work at Pfizer and the opportunity to explore what working in the pharmaceutical industry is all about. (To learn more about employee training, see the section entitled "Labor practices" starting on page 25).

According to the Economica study, Pfizer is a powerful job engine. More than 1,100 ancillary jobs depend on the jobs at Pfizer throughout Austria. Pfizer thus secures around 1,600 jobs in Austria, and they contribute €37 million a year in wage-based tax and social security revenue.

Summer Student Program

Students with various majors have enrolled in the Pfizer Summer Student Program every summer since 2008. With this initiative, Pfizer enables students to test the waters and gain some practical experience to prepare them for their future careers. They are familiarized with the company's business processes, and gain insight into finance, materials management, clinical research, pharmaceuticals marketing, and other topics in presentations given by the various departments. In 2016, five summer students were employed in Vienna and eight in Orth an der Donau.

'School Does Business'—start-up mentoring on the schoolyard

JA Austria is a non-profit organization founded and supported by Austria's Economic Societies. It launched an initiative supported by the Austrian Federal Economic Chamber, companies such as Pfizer, and the economic magazine trend as the media partner. This initiative challenges 13-to-19-year-old students to set up real enterprises and compete with the best junior companies in Austria. Business professionals provide the technical expertise. Pfizer's Prof. Dr. Robin Rumler and Mag. Claudia Handl were the experts on hand to help with GymBar, a fitness and cereal bar manufacturer, and Suave, a vendor with a wide range of bath beads and body scrubs. They assisted the students of BHAK Baden, sharing advice and practical knowledge.

In November 2016, a resident of a Caritas communal home for unaccompanied minor refugees spent his Berufspraktischen Tage—a brief internship for school-age children—with us in the Floridotower. During a Pfizer Corporate Volunteering Day, this youngster had expressed his interest in the pharmaceutical industry and wish to someday perhaps become a pharmacist.

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

Research at Pfizer in Austria

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

During the 2016 reporting period, 20 clinical and non-interventional studies were conducted with a total of 165 patients. Pfizer's core areas of drug development in Austria are inflammatory diseases, oncology and neurology/pain. Our key R&D partners are university medical clinics, hospitals and specialized practices in all federal states.

Clinical trials play an important role in pharmaceuticals R&D. A drug may only be brought to market after all phases of clinical research have been successfully completed. Pharmig has posted a video clip and further information to illustrate the phases of a clinical trial and explain why trials are so important to the development of a drug: <https://goo.gl/VZm23Q>

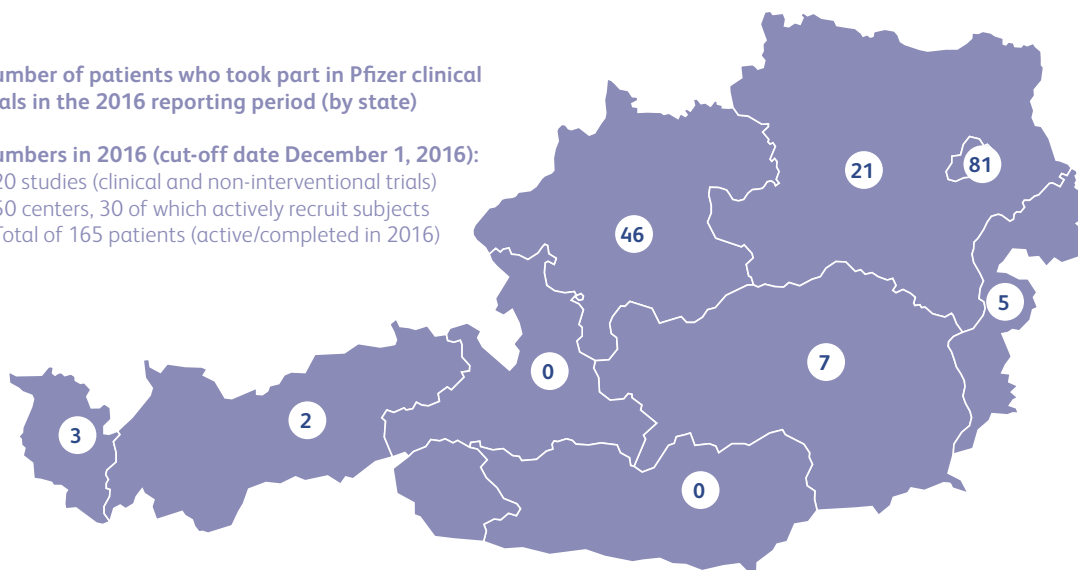
Pfizer has supported an international breast cancer study called the PALLAS Trial since 2015. The Austrian Breast & Colorectal Cancer Study Group leads this trial globally, apart from efforts in the USA. This academic study group's mission here is to test a new strategy in therapy.



Number of patients who took part in Pfizer clinical trials in the 2016 reporting period (by state)

Numbers in 2016 (cut-off date December 1, 2016):

- 20 studies (clinical and non-interventional trials)
- 50 centers, 30 of which actively recruit subjects
- Total of 165 patients (active/completed in 2016)



Pfizer & IBM's joint research

Pfizer and the IT company IBM announced two joint global research projects in 2016. One is an unprecedented project to develop innovative monitoring solutions for Parkinson's patients. A system consisting of sensors, mobile devices and machine learning, it collects real-time data around the clock on the disease's symptoms and relays this information to physicians and researchers. The project deploys state-of-the-art IoT (Internet of Things) and cognitive computing technologies to better understand the course of the disease and patients' response to therapies. It could also hasten the development of new therapeutic options.

Watson for Drug Discovery is a cloud-based cognitive program designed to accelerate immunoncology research at Pfizer. Immunoncology is an emerging therapeutic approach in cancer medicine that uses the human immune system to fight cancer. Pfizer is among the first companies to use Watson for Drug Discovery, and the first to have the program tailored to its needs. Watson's machine learning, natural language processing, and other cognitive skills are to help researchers discover new approaches to immunoncological drugs, explore combination therapies, and identify patients who can benefit from immunoncological treatment.

Pfizer Pediatric Center of Excellence (PedCoE) and OKIDS partner

Clinical trials for pediatric medicinal products are costlier and take longer. It is also more difficult to find the right infrastructure and research staff. Pfizer has established its own department, the Pfizer Pediatric Center of Excellence (PedCoE), to this end. Austria is currently taking part in three of the 86 international pediatric trials, including trials addressing thrombosis and epilepsy in children. PedCoE employs 160 people worldwide; they are tasked to find partners to conduct research and clinical trials, and initiate and support studies. Pfizer has also joined the OKIDS (Organization for Pediatric Medicine Research) network, alongside other pharmaceutical companies in Austria. This alliance strives to pursue pediatric trials at the national level so that new and better medicines can be made available to children in Austria.

Beyond that, Pfizer is also committed to promoting medical research in Austria, for example, by supporting science awards. Pfizer Austria has supported the Austrian Society for Rheumatology and Rehabilitation's ÖGR Science Award since 2005. The €10,000 prize money goes to honor outstanding scientific achievements in the field of rheumatology. The Heinrich-Auspitz Award, which acknowledges excellent scientific work in the field of dermatosis / inflammatory immunodermatology, was sponsored by Pfizer Austria in 2014.

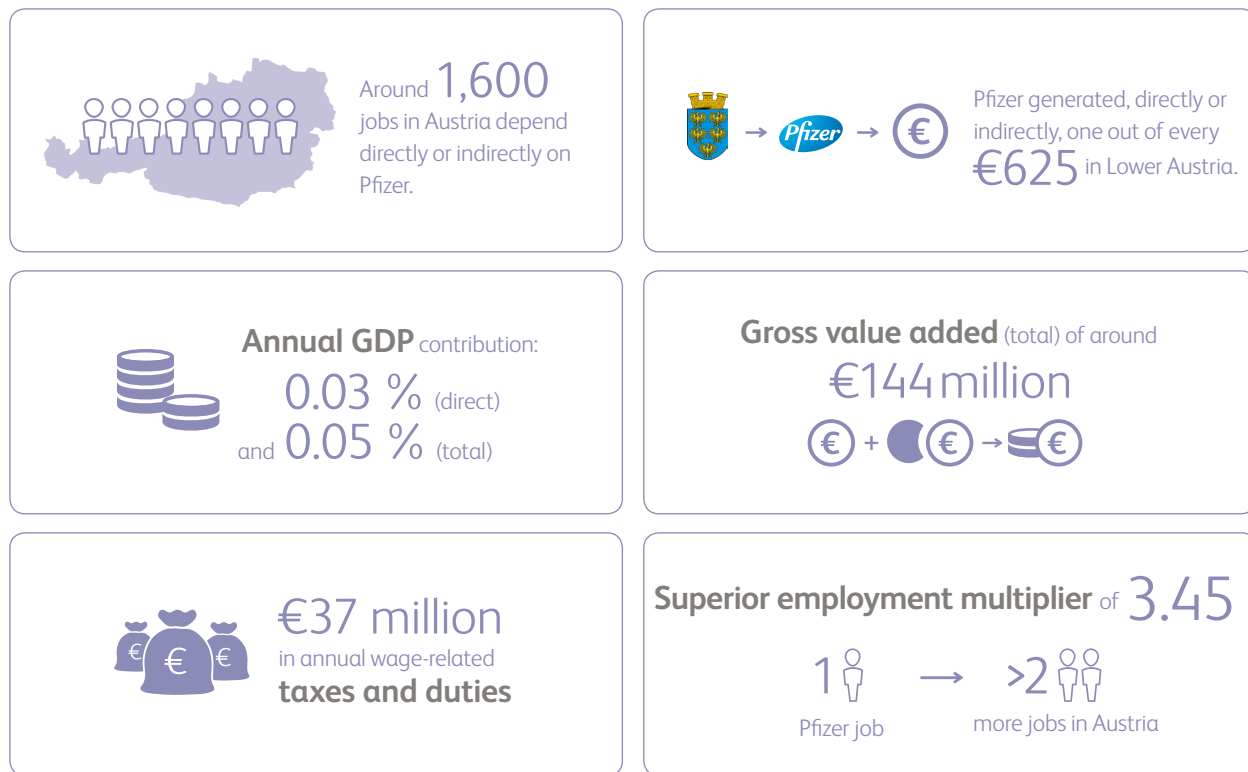
To learn more about Pfizer's current product pipeline, visit www.Pfizer.com/research/science_and_technology/product_pipeline.

Creating benefits for the region

The Economica Institute of Economic Research calculated our economic footprint in Austria for the first time in 2016. These figures serve to highlight all the many aspects of Pfizer's overall economic impact and our contribution to value creation in Austria. To learn more, visit: www.Pfizer.at/economica



The following illustrations briefly recap the key figures:



Get Active for Hemophilia

Pfizer has, for many years, supported efforts to raise awareness of the rare hereditary disease hemophilia, and to improve treatment methods. As the name suggests, the ‘Get Active for Hemophilia’ campaign is all about getting active. The aim is to log as many kilometers as possible in various activities. Cycling, jogging, swimming, dancing, etc.—it all contributes to the kilometer count. Our employees logged a total of 4,094 kilometers in 2016, raising €4,094 for the Austrian Hemophilia Society. The 2017 campaign will also reach out to people from outside the company who would like to take part alongside the workforce.

Pfizer Corporate Volunteering Days

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

Launched in May of 2008, the Pfizer Corporate Volunteering Days have been a company staple for eight years running. Pfizer colleagues have since devoted 2,082 hours to community service. We regularly partner with Caritas institutions and the Austrian Youth Red Cross. In 2016, colleagues were also able to contribute to the Austrian Children’s Cancer Foundation’s efforts to support families with cases of cancer.

Two colleagues also helped out with the Vienna Economic Chamber’s ‘Mentoring for Migrants’ campaign.

Medicine has accomplished great things

Drugs have eradicated or arrested dangerous infectious diseases. They have cured some conditions and contributed to far better treatment of others. Life expectancy has increased by decades and the quality of life has improved significantly thanks to modern medicine. People spend less time in hospitals and on sick leave, with productivity increasing accordingly.

- As reported by the WHO, immunization saves around 2.5 million lives every year. Before the advent of vaccines, infectious diseases were the number one cause of death in childhood. It is estimated that vaccinations have prevented around 103 million cases of childhood diseases—that amounts to 95% of infections that would otherwise have occurred.
- National immunization programs in many countries, including Austria, have banished serious illnesses such as tetanus, diphtheria and polio altogether. Dangerous infectious diseases such as measles, rubella, Haemophilus influenzae type B, hepatitis and pertussis (whooping cough) have been pushed to the margins.

Improvements in other areas have also advanced the cause of health:

- Cancer patients can now live far longer with the disease managed or in remission. Some cancers have gone from an acute life-threatening condition to a chronic disease.
- In Austria, the mortality rate for cardiovascular diseases declined by more than 27% in the past ten years, partly thanks to drug therapies.
- Before the discovery of insulin, children with diabetes often had less than a year to live, 5% of adults died within two years, and less than 20% survived for more than ten years after diagnosis. Modern medicines and targeted patient education efforts have significantly improved life expectancy in recent decades.
- Advances have also improved the situation with rare diseases: A century ago, patients with hemophilia, a bleeding disorder, usually died young. Life expectancy was just 16 years. Very few attained the age of 30. With the benefit of modern therapy and preventative measures, patients today can look forward a near-normal life expectancy of around 70 years, and with a good quality of life at that.

The prevailing consensus is that more than 70% of this increase in life expectancy is attributable to the availability of innovative drugs. Medicines are thus of great value to every individual, and a boon to the whole of society, the healthcare system, and the economy.

Pfizer's **Value of Medicines** initiative highlights the sweeping benefits of drugs and modern therapies. Data and facts from published studies on selected therapeutic areas are posted at www.Pfizer.at/value-of-medicines and published in brief factsheets.



Our health initiatives

Prevention and therapy support

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

Drug donations

Pfizer donates medicines to registered institutions and associations in Austria. To this end, we are guided by the Drug Donation Guidelines of the World Health Organization (WHO Drug Donation Guidelines 2010), the Pharmig Code of Conduct, the nation's laws, and corporate rules. The value of our drug donations is calculated according to their market value.

In 2016, Pfizer furnished 615 free FSME vaccine doses to SOS Children's Village. Children, adolescents and adult caregivers living in Austrian SOS Children's Village facilities can thus be protected against tick-borne encephalitis (TBE). A list of drug donations made in the last three years is posted at www.Pfizer.at/verantwortung/engagement/transparenz.



For more information on preventative measures and awareness campaigns, see the section entitled "Product stewardship" on page 35.

Child and adolescent advocacy

Pfizer Kids - Giving hope to children in need

Many families in Austria are affected by poverty, homelessness and disadvantaged life situations. However, social services are primarily specialized on the problems of adults, and not children. Joining forces with the Caritas organization of the Archdiocese of Vienna, Pfizer Austria launched the Pfizer Kids project in 2004 to close this gap in the social service system. Caritas's professionals have since devoted their efforts to children who are growing up under adverse conditions and have experienced childhood trauma. These specialists offer individual and group therapies as well as accompanying support for parents. In keeping with the credo **"Hope for tomorrow – bringing a future back to life,"** the focus of their efforts is on helping children come to terms with their experiences by imparting coping strategies, restoring their self-confidence, and promoting their development. The duration of therapy depends on the diagnosis, available resources and the progress made. The average is 2.5 years. Pfizer provided €45,000 funding for the 2016 project. Some **12,552 hours of counseling** have helped **224 boys and girls** cope with their trauma, heal emotional wounds, and emerge from therapy with a renewed lease on life.

Rheumacamp - the holiday camp for children suffering from rheumatism

Around 2,000 children and adolescents in Austria suffer from juvenile rheumatoid arthritis, a disease that poses great challenges for sufferers and their families. Pfizer has supported the annual summer holiday camp in Warmbad Villach, Carinthia, since 2007. This therapeutic and recreational stay is organized by the Austrian Youth Red Cross in cooperation with the Vienna University Orthopedic Clinic, the Vienna University Children's Hospital, the Preyer'sche Children's Hospital Vienna, and Linz General Hospital's Orthopedic Department. Specialists such as pediatricians, orthopedists, occupational therapists, physiotherapists and a team of teachers are on site to offer children between the ages of six and 18 numerous exercises to strengthen their muscles and improve joint mobility. Pfizer's support for the Rheumacamp is not just financial; we also provide peoplepower. A **Pfizer Day** is staged every year under a special motto, providing entertaining diversions for the kids to enjoy. The 2016 motto was 'Fairytale Forest.' Two of our employees spent an exciting day with children and adolescents. Styling and make-up sessions, a photo shoot, and games again figured prominently on the day's agenda.



To learn more about donations and payments to patient organizations, please visit www.Pfizer.at/patienten/patientenorganisationen.html.

Facts and figures

GRI	Key figures	PCA 2014 ¹	PCA 2015 ¹	PCA 2016 ¹	PMA 2015 ²	PMA 2016 ²
G4-SO1	Drug donations [€]	11,251.00	119,930.00	107,238.,44	0	0
	Social Sponsoring [€]	15,062.44	6,298.90	6,031.82	0	0
	Donations [€]	103,450.00	125,794.00	129,000.00	0	0
	to patient organizations [€]	51,350.00	36,294.00	31,000.00	0	0
	in donated time [h]	141	135*	294.20	–**	–**

1 Pfizer Corporation Austria's fiscal year
 2 Pfizer Manufacturing Austria's fiscal year
 * Includes time donated by PMA
 ** Time donations factored into PCA 2015



“Clinical studies are the basis for drug development. When clinical studies are conducted in Austria, doctors can gain experience in the application of new therapies at an early stage. For patients, this is an opportunity to access new therapy options that can be a significant advance in the treatment of diseases.”

Dr. Sylvia Nanz
Medical Director Pfizer Austria

Goals

Goals	Actions taken in 2016 to achieve goals	Actions we have yet to take	Actions we intend to take in 2017/18
Creating benefits for the region	<ul style="list-style-type: none"> • Rolled out tools to measure the impact of our social activities on the community • Brought more facilities on board the Corporate Volunteering Program and offered opportunities for secondments • Drove the development towards skills-based volunteering 	–	<ul style="list-style-type: none"> • Organize a blood donation campaign for employees at the Vienna & Orth an der Donau locations • Give preference to local suppliers • Survey employees on the current status and expansion of Corporate Volunteering Days
Social investments	<ul style="list-style-type: none"> • Pfizer invests in R&D for the benefit of patients—around €4.7 million in 2016 	<ul style="list-style-type: none"> • Raise awareness of R&D in Austria 	–
Partnership with charitable organizations	<ul style="list-style-type: none"> • Nurtured long-term relationships and collaborated with social services such as Caritas and the Austrian Youth Red Cross 	–	<ul style="list-style-type: none"> • Continue to nurture long-term relationships and collaborate with social services such as Caritas and the Austrian Youth Red Cross

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Independent Audit Report

Pfizer Corporation Austria and Pfizer Manufacturing Austria, headquartered in Vienna 1210 and Orth an der Donau 2304, tasked Denkstatt GmbH, Hietzinger Hauptstraße 28, 1130 Vienna, as an independent consulting firm to assess the Sustainability Report 2016’s conformity with the International Guidelines of the Global Reporting Initiative (GRI). An assessment of the formal report criteria was conducted in keeping with GRI-G4’s “In accordance–Core” option, as was a review of data and the qualitative anchoring of sustainability processes in the company.

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

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

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



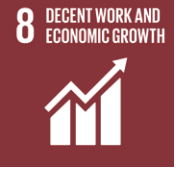
1. A materiality analysis should be carried out with regard to the impact of Pfizer on the environment and society (Impact).
2. A stronger connection to Pfizer’s International Sustainability Goals should be made and presented.
3. Data on the carbon footprint were reported for the first time, based largely on estimates. These estimates should be gradually converted into precise calculations.

Denkstatt GmbH



Mag. Karl Resel
 Lead Auditor





At Pfizer, we believe that good health is fundamental to advancing all 17 goals. As part of a stakeholder dialog in October 2016, we jointly analyzed the Sustainable Development Goals with internal and external stakeholders, and now aim to focus on the objectives stated below. The following table lists the targets of these global goals alongside current and projected activities:

 <p>3 GOOD HEALTH AND WELL-BEING</p> <p>Ensure healthy lives and promote well-being for all at all ages</p>	<p>Many things can change for people when they get sick; it is the start of an often difficult journey. Our employees around the world are working to help people on this journey. They research, develop and distribute innovative medicines and vaccines to treat or prevent diseases such as cancer, rheumatism and pain.</p>		
	Target	Details	Examples of our activities
	3.5	Strengthen the prevention and treatment of substance abuse, including narcotic drug abuse and harmful use of alcohol	Action plan targeting addictive diseases (workplace health promotion)
	3.8	Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.	Drug / vaccine donations
	3.a	Strengthen the implementation of the WHO Framework Convention on Tobacco Control in all countries, as appropriate	Continuous awareness / information campaigns revolving around the World No Tobacco Day
 <p>5 GENDER EQUALITY</p> <p>Achieve gender equality and empower all women and girls</p>	<p>We see diversity in our company as an enrichment. The diversity of our colleagues, the different perspectives, experiences and life stories are part of our strong and innovative corporate culture. The Fair Play Network workgroup is in place to improve equal opportunity and the work/family life balance at our company.</p>		
	Target	Details	Examples of our activities
	5.1	End all forms of discrimination against all women and girls everywhere	Fair Play Team/Diversity & Inclusion program
	5.4	Recognize and value unpaid care and domestic work through the provision of public services, infrastructure and social protection policies, and the promotion of shared responsibility within the household and the family as nationally appropriate	Part-time work option for caregivers
	5.5	Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic, and public life	Fair Play Team/Diversity & Inclusion program
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p> <p>Promote inclusive and sustainable economic growth, employment and decent work for all</p>	<p>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.</p>		
	Target	Details	Examples of our activities
	8.2	Achieve higher levels of productivity of economies through diversification, technological upgrading and innovation, including through a focus on high value added and labor-intensive sectors	Investments in Orth an der Donau
	8.4	Improve progressively through 2030 global resource efficiency in consumption and production, and endeavor to decouple economic growth from environmental degradation in accordance with the 10-year framework of programs on sustainable consumption and production with developed countries taking the lead	Measures to enhance manufacturing efficiency
	8.5	By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	Pfizer as an employer and job driver for Austria as a business location (Economica study)
	8.6	By 2020, substantially reduce the proportion of youth not in employment, education or training	School Does Business (Schule macht Wirtschaft), Summer Student Program



<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>  <p>Ensure sustainable consumption and production patterns</p>	Pfizer wants 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.		
	Target	Details	Examples of our activities
	12.2	By 2030, achieve sustainable management and efficient use of natural resources	Responsible manufacturing at Orth an der Donau
	12.4	By 2020, achieve environmentally sound management of chemicals and all wastes throughout their lifecycle in accordance with agreed international frameworks and significantly reduce their release to air, water and soil to minimize their adverse impacts on human health and the environment	Responsible manufacturing at Orth an der Donau
	12.5	By 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse	Responsible manufacturing at Orth an der Donau
	12.6	Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	Responsible manufacturing at Orth an der Donau
	12.8	By 2030, ensure that people everywhere have the relevant information and awareness of sustainable development and lifestyles in harmony with nature	Awareness programs focused on the 'We're conserving' and drug disposal initiatives
<p>13 CLIMATE ACTION</p>  <p>Take urgent action to combat climate change and its impacts</p>	Our environment and its resources are valuable assets to us and to future generations. This is why Pfizer is planning measures to combat climate change. Beyond that, we are committed to managing all resources in a careful, considerate way to reduce CO2. 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.		
	Target	Details	Examples of our activities
	13.3	Improve education, awareness raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction, and early warning	SH dialog to discuss sustainability in the supply chain

<p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>  <p>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels</p>	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.		
	Target	Details	Examples of our activities
	16.5	Substantially reduce corruption and bribery in all their forms	Compliance training for all employees, whistle-blowing hotline
	16.7	Ensure responsive, inclusive, participatory and representative decision-making at all levels	Pfizer Voice employee survey, open-door policy, OWN-IT! culture
	16.10	Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements	Bilingual info sheets providing directions for use, leaflets in various languages, transparent disclosure of all benefits granted
<p>17 PARTNERSHIPS FOR THE GOALS</p>  <p>Strengthen the means of implementation and revitalize the global partnership for sustainable development</p>	We engage in innovative partnerships with NGOs and other organizations to work together towards an even healthier world.		
	Target	Details	Examples of our activities
	17.17	Encourage and promote effective public, public-private, and civil society partnerships, building on the experience and resourcing strategies of partnerships	Pfizer Kids, ÖRK, ÖJRK, Caritas, Corporate Volunteering

2016 GRI G4 INDEX, ‘In Accordance – Core’

GRI	Description	Reference	Page	External Audit	UNGC
Strategy and analysis					
G4-1	Statement from the most senior decision-maker of the organization	Foreword	1	✓	
Organizational Profile					
G4-3	Name of the organization	RCG, Who we are and what we do	5	✓	
G4-4	Primary brands, products, and services	RCG, Who we are and what we do	5, 6	✓	
G4-5	Location of the organization’s headquarters	RCG, Who we are and what we do	5	✓	
G4-6	Number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report	RCG, Who we are and what we do	5	✓	
G4-7	Nature of ownership and legal form	RCG, Who we are and what we do	5	✓	
G4-8	Markets served	RCG, Who we are and what we do	5	✓	
G4-9	Scale of the organization	RCG, Who we are and what we do, Key figures; LP, Key figures	16, 31	✓	
G4-10	Total number of employees	LP, Key figures	31	✓	Principle 6
G4-11	Percentage of total employees covered by collective bargaining agreements	LP, Key figures	32	✓	Principle 3
G4-12	Lieferkette der Organisation	RCG, Supply chain	10	✓	
G4-13	Significant changes during the reporting period regarding the organization’s size, structure, ownership, or its supply	No material changes	–	✓	
G4-14	Whether and how the precautionary approach or principle is addressed by the organization	E, Fundamental principles	43	✓	
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses	FGP, Compliance & anticorruption, RCG, Sustainability strategy	11, 20	✓	
G4-16	Memberships of associations and national or international advocacy organizations	FGP, Responsible political participation	20	✓	
Identified material aspects and boundaries					
G4-17	Entities included in the organization’s consolidated financial statements or equivalent documents	RCG, Who we are and what we do	2	✓	
G4-18	Process for defining the report content	RCG, Materiality analysis	12	✓	
G4-19	Material aspects identified in the process for defining report content	RCG, Materiality analysis	12	✓	
G4-20	Aspect boundary within the organization (material aspects)	RCG, Materiality analysis	12	✓	
G4-21	Aspect boundary outside the organization (material aspects)	RCG, Materiality analysis	12	✓	
G4-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements	No material changes	–	✓	
G4-23	Significant changes from previous reporting periods in the Scope and Aspect Boundaries	No material changes	5, 11	✓	
Stakeholder engagement					
G4-24	Stakeholder groups engaged by the organization	RCG, Stakeholder engagement	14	✓	
G4-25	Basis for identification and selection of stakeholders with whom to engage	RCG, Stakeholder engagement	14	✓	
G4-26	Organization’s approach to stakeholder engagement	RCG, Concerns of our stakeholders	16	✓	
G4-27	Key topics and concerns that have been raised through stakeholder engagement	RCG, Materiality matrix	13, 15	✓	
Report profile					
G4-28	Reporting period	About this report	2	✓	
G4-29	Date of most recent previous report	About this report	2	✓	
G4-30	Reporting cycle	About this report	2	✓	
G4-31	Contact point for questions regarding the report or its contents	About this report	2	✓	
G4-32	GRI Content Index	GRI Index	2, 60	✓	
G4-33	External assurance for the report	About this report	2	✓	

Legend:

RCG = Responsible corporate governance, LP = Labor practices, FGP = Fair business practices, PS = Product stewardship, E = Environment, C = Community, UNGC = UN Global Compact

2016 GRI G4 INDEX, 'In Accordance – Core'

GRI	Description	Reference	Page	External Audit	UNGC
Governance					
G4-34	Governance structure of the organization	RCG, Our management	7	✓	
G4-35	Delegating authority for economic, environmental and social topics	RCG, Anchor points for sustainability	7	✓	
G4-36	Responsibility for economic, environmental and social topics	RCG, Anchor points for sustainability	7	✓	
G4-37	Processes for consultation between stakeholders and the highest governance body on economic, environmental and social topics	RCG, Stakeholder engagement	7	✓	
G4-41	Processes to ensure conflicts of interest are avoided and managed	FGP, Compliance & anticorruption, Responsible political participation	19, 20	✓	
G4-42	Highest governance body's role in the development of sustainability strategies and goals	RCG, Anchor points for sustainability	7	✓	
G4-48	Highest committee or position that formally reviews and approves the organization's sustainability report	About this report	2	✓	
G4-49	Process for communicating critical concerns to the highest governance body	LP, Social dialog and co-determination; RCG, Stakeholder	7, 29	✓	
Ethics and integrity					
G4-56	Organization's values, principles, standards and norms of	RCG, Our corporate philosophy, FGP, Compliance & anticorruption	11, 20	✓	Principle 10
G4-57	Internal and external mechanisms for seeking advice on ethical and lawful behavior and matters related to organizational integrity	FGP, Compliance & anticorruption	19	✓	Principle 10
G4-58	Internal and external mechanisms for reporting concerns about unethical or unlawful behavior and matters related to organizational integrity	FGP, Compliance & anticorruption	19	✓	Principle 10
Management approach DMA					
G4-DMA	Management approach	FGP, Our responsibility: Act with integrity, Responsible political participation, Transparency & fair competition	20, 21	✓	
Category: Economic					
Aspect: Economic performance					
G4-EC1	Direct economic value generated and distributed	RCG, Key figures	16	✓	
G4-EC3	Coverage of the organization's defined benefit plan obligations	RCG, Key figures; LP, Key figures	16, 32	✓	
G4-EC4	Financial assistance received from government	RCG, Key figures	16	✓	
G4-EC6	Proportion of senior managements hired from the local community at significant locations of operation	RCG, Key figures	31	✓	Principle 6
Aspect: Indirect economic impacts					
G4-EC8	Significant indirect economic impacts, including the extent of impacts	RCG, Key figures	16	✓	
Category: Environmental					
Aspect: Energy					
G4-EN3	Energy consumption within the organization	E, Key figures	46	✓	Principle 7
Water consumption					
G4-EN8	Total water withdrawal by source	E, Key figures	46	✓	Principle 7
Aspect: Emissions					
G4-EN15	Direct greenhouse gas (GHG) emissions	E, Key figures	46	✓	Principle 7
G4-EN16	Energy indirect greenhouse gas (GHG) emissions	E, Key figures	46	✓	
G4-EN17	Other indirect greenhouse gas (GHG) emissions	E, Key figures	46	✓	
G4-EN19	Reduction of greenhouse gas (GHG) emissions	E, Key figures	46	✓	Principle 8

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2016 GRI G4 INDEX, 'In Accordance – Core'

GRI	Description	Reference	Page	External Audit	UNGC
Aspect: Effluents and waste					
G4-EN23	Total weight of waste by type and disposal method	E, Key figures	46	✓	Principle 8
G4-EN25	Weight of transported, imported, exported, or treated waste deemed hazardous and percentage of transported waste shipped internationally	E, Key figures	44, 46	✓	Principle 8
Aspect: Compliance					
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	E, Key figures	46	✓	Principle 8
Aspect: Overall					
G4-EN31	Total environmental protection expenditures and investments by type	E, Key figures	46	✓	Principle 7
Aspect: Environmental grievance mechanisms					
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	E, Key figures	46	✓	
Category: Social					
Sub-category: Labor practices and decent work					
Aspect: Employment					
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	LP, Key figures	31	✓	Principle 6
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	LP, Key figures	32	✓	
G4-LA3	Return to work and retention rates after parental leave, by gender	LP, Key figures (not yet reported in full)	31	✓	Principle 6
Aspect: Occupational health and safety					
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	LP, Key figures	32	✓	
G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	LP, Key figures	31	✓	
G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	LP, Key figures	31	✓	
G4-LA8	Health and safety topics covered in formal agreements with trade unions	LP, Health and safety at work, Key figures	27	✓	
Aspect: Training and education					
G4-LA9	Average hours of training per year per employee by gender, and by employee category	(not yet reported)	32	✓	Principle 6
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	LP, Continuing education and knowledge transfer, Key figures	28	✓	
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	LP, Key figures	32	✓	Principle 6
Aspect: Diversity and equal opportunity					
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	LP, Key figures	31	✓	Principle 6
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	(not yet reported)	32	✓	Principle 6

Legend:

RCG = Responsible corporate governance, LP = Labor practices, FGP = Fair business practices, PS = Product stewardship, E = Environment, C = Community, UNGC = UN Global Compact

2016 GRI G4 INDEX, 'In Accordance – Core'

GRI	Description	Reference	Page	External Audit	UNGC
Sub-category: Society					
Aspect: Local communities					
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	GS, Our responsibility to society	49, 54	✓	Principle 1
G4-SO2	Operations with significant actual or potential negative impacts on local communities	GS, Our responsibility to society	49	✓	Principle 1
Aspect: Anticorruption					
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	FGP, Key figures	22	✓	Principle 10
G4-SO4	Communication and training on anticorruption policies and procedures	GP, Key figures	19	✓	Principle 10
G4-SO5	Confirmed incidents of corruption and actions taken	GP, Key figures	22	✓	Principle 10
Aspect: Public Policy					
G4-SO6	Total value of political contributions by country and recipient/beneficiary	FGP, Key figures	22	✓	Principle 10
Aspect: Anti-competitive behavior					
G4-SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	FGP, Key figures	22	✓	
Aspect: Compliance					
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	FGP, Key figures	22	✓	
Sub-category: Product stewardship					
Aspect: Customer health and safety					
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	PS, Protecting patients' health and safety , Key figures	36, 40	✓	
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life-cycle, by type of outcomes	PS, Key figures	40	✓	
Aspect: Product and service labeling					
G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant products and service categories subject to such information requirements	PS, Education & awareness	36	✓	
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	PS, Key figures	40	✓	
G4-PR5	Results of surveys measuring customer satisfaction	PS, Complaints	38	✓	
Aspect: Marketing					
G4-PR6	Sale of banned or disputed products	PS, Key figures	40	✓	
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	PS, Responsible marketing; PS, Key figures	39, 40	✓	
Aspect: Customer privacy					
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data - PS, data protection and privacy	PS, data protection and privacy; PS, Key figures	40	✓	
Aspect: Compliance					
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	PS, Key figures	40	✓	

Legend:

RCG = Responsible corporate governance, LP = Labor practices, FGP = Fair business practices, PS = Product stewardship, E = Environment, C = Community, UNGC = UN Global Compact



UN Global Compact Communication on Progress

The UN Global Compact was agreed in 2000 and obliges its member organizations to act in a socially responsible way within their area of influence. It is based on 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.



Pfizer Austria signed the UN Global Compact in April 2009. The following ‘Communication on Progress’ table illustrates the systems and measures used at Pfizer Austria to integrate the ten principles into its business activity.

	Principles	Commitment	Systems	Measures and actions in 2016
Human rights	Principle 1 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"> • Our corporate philosophy • Code of Business Conduct (Pfizer Blue Book) • UN Global Compact Principles 	<ul style="list-style-type: none"> • Works Council ensured and verified there were no human rights violations • Part of the global Diversity & Inclusion Group, the Fair Play Network is composed of colleagues from various departments who strive to assure equal opportunities for all qualified in-house and Sales force personnel, and are promoting efforts to reconcile family life and careers • Activities to raise awareness of diversity & inclusion (e. g. Diversity Day, Rainbow Honor Walk)
	Principle 2 Excluding human rights violations			
Labor	Principle 3 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. (p. 25)	<ul style="list-style-type: none"> • Company guidelines and Pfizer Imperatives • Code of Business Conduct (Pfizer Blue Book) • Pfizer Austria Leadership Charter • Pfizer OWN IT! initiative 	<ul style="list-style-type: none"> • Pressed on with the OWN IT! initiative to drive cultural change at Pfizer • Joined the Unternehmen für Familien [companies for families] network • Surveyed employees on home office use and satisfaction • Made home office rules more transparent • Added more virtual jobs • Buddy system kept people on parental leave connected to the company • Embedded family-minded leadership in the management objectives and qualitative target assessments for the year-end performance appraisal
	Principle 4 Engage in the abolition of any kind of forced labor			
	Principle 5 Engage in the abolition of any kind of child labor			
	Principle 6 Engage in the elimination of any kind of discrimination in respect of employment and occupation			
Environment	Principle 7 Support a precautionary approach to environmental protection	Our environment and its resources are valuable assets to us and to future generations. This is why Pfizer is planning measures to reduce CO2 emissions. Beyond that, we are committed to managing all resources in a careful, considerate way. We plan to source electricity exclusively from 100% domestic hydropower. We assure you, our internal and external customers and stakeholders, that we are serious about protecting the environment and are taking action to advance the cause. This effort is ongoing, and we are pursuing it jointly with all our contractual partners and suppliers. (p. 43)	<ul style="list-style-type: none"> • UN Global Compact Principles • Pfizer’s Green Journey program 	<ul style="list-style-type: none"> • Labeled outgoing products at the central Austrian warehouse with heads-up warnings (e. g. CAUTION, CYTOSTATIC DRUGS, CAUTION, GLASS!) • Optimized e-billing for the public sector • Introduced packaging with seals that cannot be restored to their original condition after opening • Promoted eco-friendly commuting (Pfizer Cycles to Work) • Continued to offer public transportation allowance / job tickets • Launched awareness-raising informational campaign for employees: ‘We’re conserving!’ • Changeover to 100% hydroelectricity (Vienna offices)
	Principle 8 Undertake initiatives to promote greater environmental responsibility			
	Principle 9 Encourage the development and diffusion of environmentally friendly technologies			
Anti-corruption	Principle 10 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. (p. 19)	<ul style="list-style-type: none"> • Pfizer Compliance System • Code of Business Conduct (Pfizer Blue Book) • Pharmig Code of Conduct 	<ul style="list-style-type: none"> • Implemented the EFPIA Disclosure Initiative: In June 2016, began disclosing benefits granted to members of the medical profession (MMP) and to institutions of the medical profession (IMP) such as lecture fees and support for conferences • Published names of Pfizer Austria’s corporate lobbyists in the Austrian Lobbying and Interest Representation registry • Regularly disclosed all benefits and donations granted to patient organizations and self-help groups • Updated and amended Pfizer’s Blue Book

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