

Pfizer CARES

Annual Report 2016

Pfizer CARES is the Corporate Social Responsibility program for Pfizer Australia.

Pfizer **CARES** stands for:
Community collaboration
AND
Responsible
Environmental and Economic
Stewardship



PATIENTS



COLLEAGUES



COMMUNITY



ENVIRONMENT



A Pfizer program

Introduction

Welcome to the second Pfizer CARES Annual Report. We are pleased to share the results of our caring culture. Pfizer CARES is the Corporate Social Responsibility (CSR) program for Pfizer Australia.

In 2016, Pfizer proudly celebrated 60 years of service in Australia.

Since 1956, our colleagues - past and present - have made an invaluable contribution to improving the health and wellbeing of individuals and families. In 2016 we also finalised the integration of Hospira, a company that has an equally proud record of supporting Australian patients.

From the prevention of pneumococcal disease in infants to the additional precious time given to cancer patients, the work of our people has made a significant and positive impact in Australia.

Pfizer Australia is committed to the health and wellbeing of Australians beyond the development, manufacture and delivery of high quality medicines and vaccines. Over the past 60 years, we have also invested in communities through the establishment of partnerships and collaborations and the contribution of donations, sponsorships and volunteering.

The 2016 Pfizer CARES Annual Report provides an insight into progress of our Corporate Social Responsibility (CSR) efforts against four core pillars: patients, community, colleagues and environment. We are pleased that an assessment of our 2016 activity reveals a tangible improvement particularly in the area of employee engagement. However the activity featured in this report is by no means the total extent of our support but rather a snapshot of highlights from the year.

In 2016 we proudly accepted a healthcare industry PRIME award for our Pfizer CARES program and were finalists in the Australian Human Resources Institute CSR Awards. These awards recognise leadership and best practice in CSR and thanks must go to the many colleagues and partners for making this possible.

Partnerships are the foundation for how we work and we look forward to working with these colleagues and organisations again in 2017 as we continue to progress and expand the Pfizer CARES program.

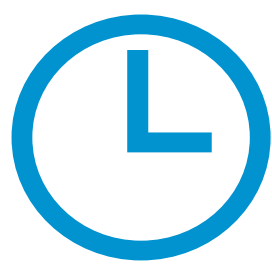
Melissa McGregor
Managing Director
Pfizer Australia



“Pfizer CARES is more than a program. It is a way of working that is helping us to achieve our purpose of bringing therapies to patients to significantly improve their lives.”



20+
patient
groups
supported



1,000
volunteer
hours



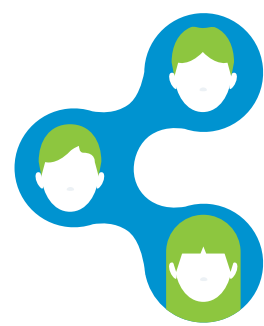
\$200,000
in corporate
giving



5,300 KG
of clothing
donated



237
blood
donations



20+
charities
supported

Patients

In 2016, Pfizer invested \$18 million on 55 clinical trial protocols in 10 key disease areas. This has enabled early access to innovative treatments for 1,187 patients across 297 sites throughout Australia. But our support for patients extends well beyond the medicines we make.

Research to the rescue



Anita has experienced first hand the benefits of Pfizer research and says that the impact on her and her family of having access to a new treatment option has been profound.

Pfizer is committed to undertaking research into new and novel treatments that have the potential to improve and extend patients' lives and address some of the diseases that are having a significant impact on people around the world.

Anita, is a mother of two young boys, has never smoked and has a rare type of lung cancer.

"In 2014 and after a prolonged process, I was diagnosed with an aggressive, inoperable lung cancer. I was treated with a new, targeted therapy made by Pfizer that at the time was not available on the Pharmaceutical Benefits Scheme (PBS). I had to raise funds for my medicine as it was not PBS listed (government subsidised) when I was prescribed it. Fortunately it is PBS listed now and I have responded extremely well to the medicine. My latest PET scan has revealed that I am stable.

It's not just the fact that I am alive, but my quality of life has improved immensely and the treatment has allowed me to be a mum, wife, friend and employee. While I am not cured, I am back at work and fitter than I have been in many years.

The impact of those years of Pfizer research and development on me, and my family is profound.

I know that my disease is clever and may one day progress. But it is good to know that there is ongoing research and development in targeted medicines for lung cancer. I hope that I can be part of a clinical trial or have affordable access when I need it."



1B units
manufactured
annually

Industry
leading
pipeline

20+
patient
groups
supported

More than
250
products

A book to break down barriers



Monica Collins with *My Friend Ben Needs Factor* - the book she has authored to support young children with haemophilia.

My Friend Ben Needs Factor helps explain haemophilia to 5-8 year olds. It likens the missing clotting factor to a soccer team minus a goalie, something most kids of this age group can relate to.

Pfizer colleague, Monica Collins, wrote the book as a resource for families and haemophilia doctors and nurses.

“There was a gap in haemophilia education materials for this age group so I started writing. The book was reviewed by two paediatric doctors and the Paediatric Australian Haemophilia Nurses Group before it was published,” Monica said.

Kelly, a four year old boy with haemophilia says *My Friend Ben Needs Factor* is one of his favourite bedtime books.

“Kelly now takes part in getting his Factor ready and out of the fridge ‘just like Ben does’,” Kelly’s mum Tara says.

“We gifted one of the books onto Kelly’s preschool during Haemophilia Awareness Week last year, have one at home and will pass another onto his school.”

“We knew that this would be a helpful tool, but didn’t realise how much Kelly would love it!” Tara added.

Technology takes good CARE



CareMate is a mobile application that helps kidney cancer patients to monitor their health and share this information with their doctor.

Pfizer supports patients in a number of ways to ensure that our medicines are used as they are intended and that any side effects are appropriately monitored, reported and managed. We also understand the potential for technology as a tool for helping patients adjust to, and manage, new treatments or therapy.

Mobile devices have transformed the way we live, work and, increasingly, manage our health and wellbeing. **CareMate** is a new mobile application that helps patients with kidney cancer to monitor their blood pressure, pain, symptoms and side-effects of any medication so that they can communicate this information to their doctor. It is available to eligible patients free of charge.

Pfizer is now looking at how CareMate can be expanded to support patients with other conditions.

Colleagues

Our OWNIT culture enables colleagues to:

- Be accountable for their decisions
- Take appropriate risks
- Deliver on their commitments

OWNIT means that everyone, no matter what their role, is encouraged and supported to strive for excellence.

Diversity means business



Colleagues from a diverse range of backgrounds come together to celebrate important milestones such as the centenary anniversary of manufacturing at our Mulgrave plant.

Across Australia and New Zealand Pfizer employs 1,700 colleagues in a range of fields from clinical trials to manufacturing, sales and marketing.

We are committed to the recruitment, advancement and fair treatment of individuals without discrimination and we work hard to foster a culture of inclusiveness.

“Diversity in the workplace is good not just because it’s right, but because it’s smart,” Pfizer’s Human Resources Director Gaya Srikumar, says.

For example, of the 150 colleagues at our West Ryde manufacturing plant, almost 70% were born overseas and

between them speak over 30 languages. Colleagues attest that this diversity of culture and language has a marked and positive impact not just on the working environment but also on the business’ bottom line.

“Diversity brings different and unique perspectives that can lead to innovation and ultimately, a competitive advantage,” Operations Director and Site Lead Justin Mathie, explains.

“It doesn’t matter whether you’re the site lead or the cleaner, everyone is recognised for the value they bring to the organisation and more importantly, respected for being themselves.” Justin adds.

“Bringing innovative therapies to patients that significantly improve their lives requires us to have colleagues who approach problems from different angles based on different life experiences. It is with a diverse workforce that has wide-ranging capabilities and talents that we can address the world’s most important medical needs.”

Ian Read, CEO Pfizer Inc.



Own...
the business

Win...
in the marketplace

No jerks...
let's discuss
behaviours

Impact...
results

Trust...
in one another

A culture of CARE



Pfizer Australia Managing Director Melissa McGregor (right) with Carers Australia CEO Ara Cresswell during National Carers Week.

In 2016 Pfizer began working with **Carers Australia (CA)** to evaluate and where necessary improve our formal and informal arrangements for colleagues who have caring responsibilities.

The collaboration has led to the development of a benchmark that is being used to assess and track progress of our carers' arrangements relative to other organisations.

Encouragingly, CA has identified Pfizer as having a 'best practice' approach when it comes to ensuring colleagues have the support they need to combine their professional and personal responsibilities.

The willingness of our people managers to discuss and prioritise these needs within their teams in addition to enabling a flexible working environment, is helping to create a place where conversations about carer responsibilities are openly encouraged and proactively supported.

We look forward to continuing to work with CA to further refine our efforts and to ensure that our managers and colleagues have the information and tools they need to accommodate these responsibilities.



A simple question, making a big difference.

Pfizer has long had a commitment to patients living with mental health conditions through the provision of innovative treatments and patient support programs.

In 2016 we again participated in **R U OK? Day** as a way of raising awareness in the workplace of how a simple question 'R U OK?' can make a big difference to the lives of our colleagues.

In 2016 we extended our activities beyond encouraging people to pose the simple phrase and provided colleagues with conversation starters to help them engage in these discussions with even more meaning and purpose.

Participation in R U OK? Day empowers colleagues to set aside any feelings of embarrassment and intrusion that may otherwise be felt by enquiring after someone's mental health.

Community

Pfizer Australia provides charitable support to organisations at a corporate level and through the additional efforts of our colleagues who use their volunteer days to assist organisations. Our colleagues are provided with up to four days of volunteer leave per year and are encouraged to serve their local communities. In 2016, our Charity of Choice was The Smith Family.

Breaking the cycle of disadvantage



In 2016 the Pfizer CARES Steering Committee visited The Smith Family's recycling facility at Villawood. We also donated over 5,300Kg of clothing worth \$18,000.

Even in a lucky country like Australia, a significant number of children and families are living in financial disadvantage.

The Smith Family estimates that 1.1 million Australian children and young people are growing up in poverty right now and this impacts their ability to attend and thrive at school.

Experiences such as not having the right shoes, a uniform or even a pencil case can lead to children feeling isolated and with low self-esteem, all of which can significantly impact their educational outcomes.

Pfizer colleagues selected The Smith Family as our Charity of Choice because of the organisation's focus on education as a way of breaking the cycle of generational disadvantage. In other words: preventing poor children growing up to be poor adults.

Importantly, the proceeds made from The Smith Family's recycling operation help to offset operational and program costs to ensure that the majority of funds raised through donations from supporters can be spent directly on programs for disadvantaged students. These programs include tutoring, financial literacy and career mentoring through The Smith

Family's Learning For Life program. Pfizer's support of the Learning for Life program has provided 69 educational scholarships to financially disadvantaged students.

Pfizer's support for The Smith Family goes well beyond sponsorship dollars and includes the giving of used clothing (5,300Kg in 2016) for recycling and time in the form of volunteering and extra fundraising. In 2016, Pfizer's manufacturing colleagues were able to share their own manufacturing skills and expertise with colleagues from The Smith Family's recycling operations site in Villawood. The partnership has also provided Pfizer colleagues with volunteering opportunities and a focus for their fundraising activities.

"This is a mutually beneficial partnership," says Pfizer Managing Director Melissa McGregor. "The opportunity to share our expertise while also contributing clothing and funds to support kids to complete their education and thrive as adults has been extremely rewarding."


"Moreover, the multi-faceted nature of our collaboration with The Smith Family is a model for our future CSR activities."



In 2016 Pfizer again supported the Red Cross Mobile Blood Service. This year our blood donations:



Helped save **501** lives

Increased by
 **49 %**



Delivered
115 L of blood

The sunny side of work



Pfizer and Sunnyfield colleagues with the Chapstick product they packaged and labelled as part of an employment initiative between the two organisations.

At Pfizer we believe that corporate giving is about more than cash donations. It's also about shared value.

We aim to work with our partners to identify opportunities or gaps that may benefit from Pfizer skills or expertise and also where Pfizer and our colleagues can benefit too.

With this in mind, we recently engaged **Sunnyfield Disability Services** to package and label tins of our well-known Chapstick lip balm.

Working side by side, the collaboration fulfilled a business need for Pfizer

while providing an opportunity for Sunnyfield employees to broaden their skills.

Planning Manager for Pfizer Consumer Health Julien Espagnet says he was impressed with the commitment and work ethic of the Sunnyfield colleagues and plans to work with the organisation again in the future.

“Importantly, the Pfizer team really valued being able to combine a business need with the opportunity to bring meaningful employment to this local community,” Julien says.

Community Collaboration Grants

Pfizer CARES Community Collaboration Grants provide an opportunity for colleagues to apply for funding to support their favourite local charity. Through a competitive internal process, grants are awarded to the selected charities of Pfizer teams and individuals. In 2016, we increased the number of recipients due to an unprecedented number of compelling applications.

In 2016, Community Collaboration Grants were awarded to the following organisations:

- Team Award: **Fitted for Work**
- Individual Award: **NETS Neonatal Transport Service**
- Individual Award: **The Leukaemia Foundation**
- Individual Award: **The Kids' Cancer Project**

“Having these grants available makes me feel really proud of where I work,” said Pfizer colleague Danielle Shand, who led the team application for Fitted For Work. “Even small amounts make such a big difference to local charities.”



Our Pfizer colleagues are all smiles after securing \$8,000 for their favourite local charity, Fitted for Work.

Environment

Globally Pfizer seeks to minimise the environmental impact of our operations from discovery through to disposal. We look for innovative ways to reduce our packaging and waste, and additional opportunities to recycle. Our 2020 goal is to reduce the amount of waste we dispose by 15% compared with 2012.

Many hands make light work



Pfizer colleagues hard at work and still smiling during 2016 Clean Up Australia Day.

In 2016 around 80 colleagues across WA, SA, VIC and NSW pulled on their rubber gloves and 'high vis' vests to take part in **Clean Up Australia Day** for the first time as a Pfizer CARES activity.

In Sydney, the team set to work cleaning up the banks of the Parramatta River. "It was amazing to see just how much rubbish was amongst the mangroves and along the shoreline near our West Ryde office", laments Director of Access and Public Affairs, Louise Graham.

"In just a few hours we had significantly reduced the amount of waste and litter in our community and in doing so helped

to decrease the threat posed by this rubbish to the wildlife and vegetation."

In South Australia Pfizer colleagues headed out along a hot dusty highway to clean up the mess that had been discarded by passing motorists. Between them the team gathered an enormous pile of rubbish that included mattresses, truck wheels and all manner of roadside litter.

In 2017 we are confident that even more colleagues - from right across Australia - will join the Clean Up campaign.



Requiring colleagues to swipe their security tag to activate a printer has helped to reduce unnecessary printing.

Pressing pause on print

The implementation of new technology and printing processes along with a concerted effort by colleagues has resulted in a significant decrease in paper usage across the organisation.

The adjacent graph captures the two year results of our West Ryde office based colleagues.



Our global environmental sustainability goals

Measured against a 2012 baseline, by the end of 2020 Pfizer Inc. will:



Reduce greenhouse gas emission by 20%



Reduce water withdrawal by 5%
(excluding non-contact cooling water)



Reduce waste disposal by 15%

Focused on our footprint



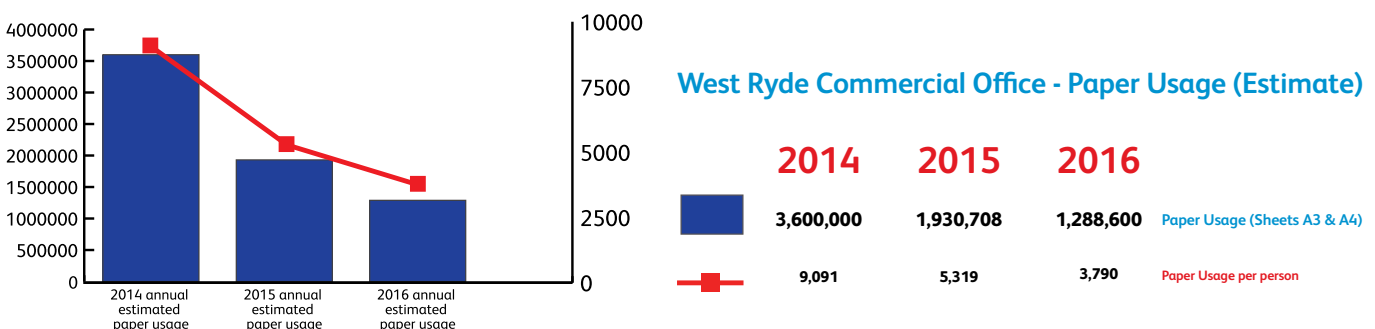
Pfizer Australia Managing Director Melissa McGregor, former Health Minister Sussan Ley and Operations Director / Site Lead Justin Mathie during the Minister's tour of the West Ryde plant.

Pfizer Australia is continually identifying new and innovative ways to reduce our environmental footprint.

- In the past 12 months our head office colleagues at West Ryde have reduced paper usage by 29%.
- Since 2008, our manufacturing employees at West Ryde have reduced energy and water consumption in its manufacturing operations by 40% and 30% respectively.
- At our Mulgrave plant water usage has been reduced by 46% over the past decade. More recently the team has been able to recycle all office based and shredded security paper and established a

partnership with a laundering supplier to reuse GMP gowning.

- In Perth, the manufacturing team has reduced CO2 emissions and water consumption by 8.5% and almost 13% respectively over the past 12 months. Projects around heating, ventilation, air-conditioning and noise reduction continue to help reduce the impact of our manufacturing operations.
- At the Adelaide plant, a Green Team has been established to identify opportunities for environmental improvements. Water For Injection (WFI) consumption has been reduced by 5,600L per batch through improved tank cleaning processes.





WE ARE PFIZER

Headquarters

Pfizer Australia
38-42 Wharf Road
West Ryde NSW 2114
www.pfizer.com.au

General enquiries

+61 2 9850 3333

Pfizer CARES enquiries

+61 2 9850 3333

Medical information

1800 675 229

For healthcare professionals: www.pfizermedinfo.com.au

For patients: www.pfizermeds.com.au

Customer service (logistics and supply)

1800 999 543

www.pfizerdirect.com.au

Media enquiries

mediaanz@pfizer.com

To learn more

www.pfizer.com.au

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