

Sustainability

CONCISE



PHOENIX. WHO WE ARE.

The **PHOENIX group** is a leading European health service provider. It was formed in 1994 from the merger of five regional pharmaceutical wholesalers in Germany. Today, the company employs around 36,000 employees and offers a unique coverage in Europe.

In pharmaceutical wholesale

the PHOENIX group has 164 distribution centres in 27 European countries from which it supplies drugs and other health products to pharmacies and medical institutions.

In pharmacy retail

the PHOENIX group operates around 2,500 of its own pharmacies in 14 countries – of which around 1,300 operate under the corporate brand BENU. In addition to Norway, the United Kingdom, the Netherlands and Switzerland, the company is represented in the Eastern European and Baltic markets.

Pharma Services

provides services along the entire pharmaceutical supply chain. The All-in-One concept stands for a comprehensive range of services that benefits drug manufacturers, pharmacies, and patients.



WE'RE TALKING STRAIGHT.

Pharmaceutical products, logistics, transport, retail, services – and people: Our business is complex. Indispensable for health and quality of life, with good opportunities for profitable growth. At the same time, however, it also carries risks and has an impact on the world around us. We move many vehicles, consume energy and resources, have to comply with a wide variety of regulations, work with sensitive data and are responsible for around 36,000 employees.

We are aware of that and this is the key to improving every day. Our motto is to speak plainly: Where do we stand? What course can and must we set? We ensure our key figures and performance are transparent and set ourselves ambitious goals that we consistently pursue across all divisions.

After all, sustainability has long been inextricably linked to our identity and our growth.

Yours

A handwritten signature in black ink, appearing to read 'Oliver Windholz'. The signature is written in a cursive, flowing style.

Oliver Windholz

Chief Executive Officer

THIS IS EXACTLY WHERE WE ACT
SUSTAINABLY: ALL OVER EUROPE.

PHOENIX group



- Compliance with the Code of Conduct
- Secure handling of data
- Quality management for drug safety

Employees

- Satisfaction through dialogue-oriented corporate culture
- Wide range of training and further education opportunities
- Healthy and safe working environment

Society

Together for a healthy future for children

- Promotion of scientific progress in pharmaceutical research
- Support for regional and long-term initiatives on children's health

Pharmacies



- Health consultation
- Ecological carrier bags
- Energy efficiency through LED use

Distribution Center

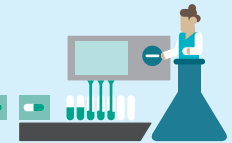


- Waste reduction through recycling and conserving
- Energy savings through modern technologies
- Use of renewable energies

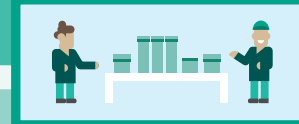
Transports

- Temperature-controlled and insulated pharmaceutical vehicles for sensitive drugs
- Reduction of transport emissions through modern vehicle fleet, fuel efficient eco-driving, use of environmentally friendly fuels

Manufacturer



Private Labels



Economic success is reflected in figures. But also in trust and respect.

WE HAVE HIGH STANDARDS –
IN OUR WORK AND
DAILY INTERACTIONS.

VALUE CREATION FOR CUSTOMERS AND COMPANIES



COMPLIANCE

Respect human rights, prevent corruption and unfair competition: Trust is the basis of good cooperation. For this reason, PHOENIX attaches great importance to compliance.

QUALITY

Our stringent quality management guarantees safety and quality in products and services. We are committed to drug safety and anti-counterfeiting initiatives throughout Europe.

> 90%

group-wide coverage with the
quality management standard ISO 9001

SAFETY

Customer data is in safe hands with us. All of our employees are trained on data protection, in particular with regard to the new data protection regulations.



RESPONSIBILITY

For us, sustainability does not end when we leave the company premises. Together with our partners, we assume responsibility along our entire supply chain. A supplier code for the purchase of indirect goods and merchandise has been in force since 2017.

We provide health throughout Europe. This is not possible without using resources.



THAT'S WHY
WE WORK
CONSISTENTLY
ON IMPROVING
OUR EFFICIENCY.

PROTECTION OF
THE ENVIRONMENT



LESS WASTE

In 2017, we reduced the volume of pharmaceutical waste by 88.6 metric tons compared with the previous year. **The recycling rate for non-hazardous waste is at a high level of 68 percent.**

– 88.6t

MORE ELECTRICITY CONSUMPTION

As we are growing steadily, absolute electricity consumption is also up 5.9 percent on the previous year. **Nevertheless, we are always looking for new ways to reduce electricity consumption.**

+ 5.9%

LESS CO₂ EMISSIONS

High drug availability means many routes from A to B. This cannot be avoided in the future either, but we are developing solutions for future-oriented transport logistics that reduce fuel consumption and the associated pollutant emissions. **In 2017/18, we reduced transport CO₂ emissions by 8.0 percent compared with the previous year.**

– 8.0%

If you want to have and keep the best people, you have to take care of them.

WE INVEST IN THEIR CAREER,
HEALTH AND SATISFACTION.

PROMOTION OF EMPLOYEES



36,300 PEOPLE

are currently employed by the PHOENIX group. We take our responsibility as an employer very seriously. Our goal is to have a corporate culture based on dialogue, trust and appreciation. To find out how well we are succeeding, we ask our employees directly via employee surveys.

WE CREATE OPPORTUNITIES

for our employees by systematically promoting their potential. Consequently, we have established a wide range of training and further education measures and a future-oriented talent management system. A win-win situation: employees and the company benefit equally from qualified, motivated and loyal employees.



SICKNESS RATE REDUCED

We bring health. Of course, this also applies to our own team. A healthy and safe working environment has high priority. We set ourselves the task of reducing our sickness rate with measures such as active health management. Nevertheless, reducing the quota remains a major challenge.

- 0.1%

We were able to reduce the sickness rate by 0.1 percent compared to the previous year.

We're all right.
We use our
strength to
make others
stronger.



BEYOND OUR BUSINESS,
WE PROVIDE TARGETED
HELP AND SUPPORT.

COMMITMENT
TO SOCIETY

915,000 Euros

WITH THIS AMOUNT,
A LOT CAN BE DONE.

The PHOENIX group invested 915,000 euros in the common good in 2017/18. The projects and initiatives we support – mainly in Europe – always focus on people.



TOGETHER
FOR A
HEALTHY
FUTURE FOR
CHILDREN.

Under this motto we have summarised the social commitment of the PHOENIX group in 2017/18. The funding focus is on the health of children and scientific progress in pharmaceutical research.

IT'S US.

You can contact us, because we are responsible.

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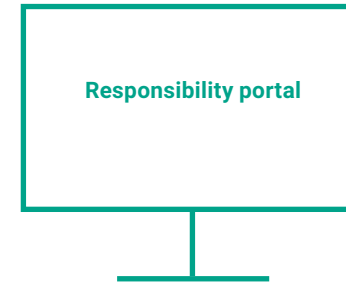
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