



# Corporate Citizenship Overview

2018 Year in Review

# About This Report

This report is based on activities in fiscal year 2018 (October 1, 2017 to September 30, 2018). Boundaries for data included in this report are provided on a metric-by-metric basis. We utilized the principles and practices outlined in globally accepted sustainability reporting frameworks to inform the content of this report. This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option. In addition, we have externally assured material topics in the report including prescription drug safety, diversity & inclusion, energy & climate, and community impact.

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# CEO Statement

**AmerisourceBergen exists within a highly complex and dynamic healthcare environment. In this environment, the scale and scope of AmerisourceBergen's value to its partners, and our industry's value to the healthcare system overall, continues to be undeniable.**

Our ability to drive efficiency and provide services within the supply chain is essential to patient care—ensuring that patients have access to vital pharmaceuticals when and where they need them.

As changes to various parts of the current healthcare model are considered, we are actively engaged with policy leaders, pharmaceutical manufacturers, healthcare providers and other stakeholders to ensure that changes do not negatively affect patient access to the best care possible and that our role in the supply chain continues to be understood and recognized.



**Steve Collis**  
Chairman, President &  
Chief Executive Officer

The driving force behind everything we do is our Purpose—we are united in our responsibility to create healthier futures. Our team of 21,000 global associates understands the importance of strong corporate citizenship as a cornerstone to improving overall health. While no single solution alone will ensure a healthier future, our efforts aim to boost our impact and reach.

Our corporate citizenship efforts are focused on three core areas: engaged associates, sustainable operations and healthy communities.

### **Engaged associates**

To engage our workforce, we create an inclusive culture that prizes diversity. Our core value, showing respect in the workplace, is supported by a heightened focus internally around our #connectwithrespect campaign, developed to foster an environment where everyone is heard, accepted and welcomed.

Associates are encouraged to participate in employee resource groups—from our Women’s Impact Network to our LGBTQ Allies group—providing numerous opportunities to contribute ideas to advance our culture.

Putting people first is what we do. In the midst of hurricanes and wildfires that struck communities in 2018, our associates sprang into action—helping to deliver urgent medical supplies to people in need, ensuring the safe rescue and transport of animals and supporting impacted colleagues through our Associate Assistance Fund.

### **Sustainable operations**

To improve the sustainability of our operations, we have implemented practices that reduce energy use and waste as well as packaging innovations. We’ve invested in two solar energy projects and sustainable building infrastructure, including new LEED certified office spaces.

### **Healthy communities**

Through our independent not-for-profit charitable organization, the AmerisourceBergen Foundation, we have been supporting health-related causes that enrich the global community. These investments have helped increase access to healthcare for human and animal populations and ensure prescription drug safety.

Among the critical impacts that the Foundation has had, none is more important than the work being done to address the devastating effects of the opioid epidemic. Through the work of our Foundation, we aim to mitigate the effects of the crisis and positively impact communities across the U.S. and the world.

I hope that you will enjoy learning more about our corporate citizenship initiatives in this report, which demonstrates how we are uniting with partners across the supply chain to create a healthier future for all.

Sincerely,



**Steven H. Collis**

Chairman, President & Chief Executive Officer

# Message on Corporate Citizenship

**At AmerisourceBergen, we are united in our responsibility to create healthier futures.**

It's a bold declaration.

For us, it means we understand that our duty as a company extends beyond the services we provide, the customers we serve, the associates we employ and the communities where we live and work. It means we understand our moral obligation to improve the wellbeing of human and animal populations by expanding access to quality healthcare, operating sustainably and upholding the highest standards of safety and quality.



**Gina K. Clark**

Executive Vice President and Chief  
Communications & Administration Officer,  
AmerisourceBergen

President, AmerisourceBergen Foundation



When we established our corporate citizenship strategy just a few years ago, we began to embed these core principles into our daily work. Now, we track our results, refine our focus, test our capacities and strive to get better every year.

One of our key priorities this year was increasing our efforts to address the opioid epidemic. It's a crisis that hits at the heart of our industry and we continue to support measures for the safe disposal of opioids and resources for abuse prevention.

We're also deeply committed to collaboration and partnership to increase access to care. At a time when a lot of the world is not always working together, we are very intentional about collaborating with organizations, customers and stakeholders to amplify our impact and reach. To that end, we have developed strategic partnerships with non-profit organizations, such as Eluna (formerly the Moyer Foundation), Partners In Health, Family Reach and Southeastern Guide Dogs. At the same time, we've deepened our relationships with our customers, associates and other members of the supply chain. These partnerships are critical to achieving our corporate citizenship goals.

We have made tremendous progress, but we know more work is yet to be done. In the coming year, we plan to integrate corporate citizenship even more deeply into our business, expand our diversity and inclusion efforts, scale our environmental sustainability efforts across the supply chain and convene our grantees and strategic partners to advance the work of the Foundation.

In sum, we will build upon the progress we've made and continue to fulfill our promise of strong corporate citizenship.

I want to thank all of our stakeholders for supporting us in these efforts.

Sincerely,

**Gina K. Clark**

Executive Vice President and Chief Communications & Administration Officer, AmerisourceBergen President, AmerisourceBergen Foundation



# Who We Are



# Global Healthcare Leader

As the 12th-ranked company on the Fortune 500 and one of the largest global pharmaceutical sourcing and distribution services companies, AmerisourceBergen's focus is on patients. The company equips healthcare providers and manufacturers within the pharmaceutical and biotech industries to improve product access while enhancing patient care.

Powered by the more than 21,000 associates we employ worldwide, we touch nearly every aspect of the pharmaceutical supply chain, offering expertise ranging from drug distribution and niche premium logistics to reimbursement capabilities and pharmaceutical consulting for both human and animal health.

Headquartered in Valley Forge, Pennsylvania, and with more than \$160 billion in annual revenue, we recognize that our responsibility doesn't end with the work we do. It extends into society and as a steward of the planet. As you explore this report, you'll discover how AmerisourceBergen works with diligence to meet those responsibilities.

## Maximizing our impact at the center of healthcare delivery

### Pharmaceutical manufacturers

Providing sourcing, distribution and commercialization services across all product types, including:

- Brand
- Generic
- Specialty
- Biosimilars
- Over the counter (OTC)
- Medical devices



### Sites of care

Providing pharmaceuticals, healthcare products and business services that enable quality care across all sites, including:

- Health systems and Integrated Delivery Network
- Physician practices & clinics
- Community and independent pharmacies
- Specialty pharmacies
- Pharmacy benefit managers (PBMs)
- Veterinary clinics
- Livestock producers and animal health dealers

# Built for Worldwide Health

AmerisourceBergen impacts the core of healthcare delivery with a focus on pharmaceutical care. We put people first. We fuel growth. We move markets. We increase and improve access to care for millions of patients. We are built for health.



**\$160B+** annual revenue

 **21,000** associates

 **150+** global offices

 **50+** countries



**3MM+**  
products shipped daily




**50,000+**  
daily delivers to  
healthcare facilities



**#1 distributor**  
of animal health products



## The AmerisourceBergen Network

 <b>Human Health</b>	ASD Healthcare	IntrinsiQ Specialty Solutions	US Bioservices
	Besse Medical	ION Solutions	World Courier
	Cubixx Solutions	Lash Group	Xcenda
	HealthForward	Oncology Supply	
	ICS	Pharmacy Healthcare Solutions	
 <b>Animal Health</b>	Innomar Strategies	PharMEDium	
	Micro Technologies	MWI Healthcare UK	
	MWI Animal Health	Securos Surgical	

# Healthy Recognition



AmerisourceBergen deeply values and celebrates collaborative impact. As a company, we are proud to be ranked **#12 on the Fortune 500**. We have also been honored with the following awards and recognition:

- **Noteworthy Company by DiversityInc.**, an online resource dedicated to the belief that all people are created equally, and therefore, talent is distributed equally
- **Top Workplace** across many of our geographies including greater Philadelphia, South Carolina and Cincinnati
- Our **Xcenda** (Tampa Bay) and **Besse Medical** (Cincinnati) business units were named top workplaces in their respective markets
- Rating of 100 percent on the **Human Rights Campaign's 2018 Corporate Equality Index**
- **Corporate Citizenship Award** from the United Way of Greater Philadelphia and Southern New Jersey
- Listed #19 on Fortune's list of **Top 100 Most Innovative Companies**
- *Good Neighbor Pharmacy* was ranked **Highest in Customer Satisfaction with Chain Drug Store Pharmacies by J.D. Power and Associates** and **#1 in Customer Service by Newsweek** in the brick and mortar pharmacies and drugstore category

Our associates also received accolades over the last year, including:

- **Steve Collis**, CEO, AmerisourceBergen – listed as Philadelphia Business Journal's Power 100 Influencers in the Greater Philadelphia Area
- **Tommy Bramley**, President, Lash Group – listed on the PharmaVOICE 100
- **Claire Biermaas**, Group Vice President, Strategic Accounts, AmerisourceBergen – named a Philadelphia Business Journal Healthcare Innovator
- **Dale Danilewitz**, Chief Information Officer, AmerisourceBergen – named Global CIO of the Year by Philly CIO
- **Gina Clark**, Executive Vice President and Chief Communications & Administration Officer, AmerisourceBergen – recognized with The Moyer Foundation's 2018 Corporate Citizenship Award
- **Kathy Gaddes**, Executive Vice President and Chief Compliance Officer, AmerisourceBergen – honored with one of Pennsylvania's 2018 Most Powerful and Influential Women awards from the National Diversity Council

# Strong Beliefs



## WHY WE EXIST

We are united in our responsibility to create healthier futures.

## WHO WE ARE

Good people inspired to do the right thing.  
Courageous problem solvers with an entrepreneurial spirit.  
Compassionate caregivers who go the extra mile.

## WHAT WE DO

We shape healthcare delivery through knowledge, reach and partnership.

## HOW WE LIVE



### Put people first. The rest will follow.

We are committed to improving life. Success for our company happens when we help our partners and associates thrive.



### Be bold and stay humble.

We have confidence and respect in each other's ability and expertise, which empowers us to take risks when they are worthy. Our humility keeps us grounded.



### Tell the truth, tell it fast.

We believe that being kind means that we are direct, but with good intention. Together this allows us to move forward with clarity and alignment.



### Be part of the solution.

Curiosity is contagious. Empathy and passion are too. We turn chaos into order by creating solutions that enrich the lives of those we serve – our partners, patients, associates and communities around the world.



### Celebrate individuality. Act as a community.

There is power in our individual perspectives. Our greatest impact is when we collaborate as one, using our collective expertise to generate ideas with sustaining value.

# Corporate Citizenship

## Built for Citizenship Globally

At AmerisourceBergen, we foster a positive impact on the environment and society through the work we do, the people who do it and the communities we serve.

AmerisourceBergen has developed a corporate citizenship strategy that focuses on three priorities that align with our services and beliefs at the intersection of creating healthier futures.

Our Corporate Citizenship activities are well-aligned with the United Nations Sustainable Development Goals (SDGs). The SDGs are a call for collaborative action to further the health and prosperity of the planet and all people.

## Corporate Citizenship Governance

At AmerisourceBergen, strong Corporate Citizenship governance allows us to integrate environmental, social and governance (ESG) considerations into every decision we make as a business and fulfill our commitment to acting as a good corporate citizen.

## Corporate Citizenship Priorities



We are dedicated to **engaging our associates and fostering an inclusive work environment.**



We are committed to **sustainable and responsible operations across the supply chain.**



We are striving to help enable **healthy and resilient communities nearby where we live and work.**

## Stakeholder Engagement

Stakeholders, both internal and external, play a vital role in developing and executing corporate citizenship strategy and activities at AmerisourceBergen. We maintain a regular dialogue with all stakeholders to gather feedback and receive guidance on all ESG topics. We identify key stakeholders by selecting relevant groups that have the ability to impact our organization, as well as relevant groups that are impacted by our organization's activities.



**Communities & Non-profits**



**Suppliers**



**Customers & Potential Customers**



**Government & Municipalities**



**Associates & Candidates**



**Investors**

## Priority Issues

We rely on extensive collaboration with stakeholders and regular review of industry standards and best practices to identify our organization's most material topics. In addition, we engage with stakeholders to receive both formal and informal feedback on the content of our report and overall corporate citizenship approach. For the purpose of this year's report, we sought external assurance on a few of our priority material topics that stakeholders have encouraged us to increase disclosure on in this report:

### Prescription Drug Safety

We know that it is our duty and responsibility to commit resources and expertise to advance prescription drug safety in the U.S.

### Diversity & Inclusion

Our ongoing commitment to fundamental human rights allows us to foster a diverse and inclusive work environment where associates of all backgrounds are treated with fairness, dignity and respect.

### Energy & Climate

We know that environmental sustainability is a critical aspect of overall healthcare, and this includes operating efficiently and reducing our carbon footprint wherever possible.

### Community Impact

In the communities where we live and work, AmerisourceBergen works to increase access to quality healthcare for both humans and animals and provide resources to ensure prescription drug safety.

In addition to these significant topics for which we have received external assurance, the GRI topics that we report on in this report are all considered material topics to AmerisourceBergen. We provide this information in our Global Reporting Initiative index on page 66 and within the content of the report.

# Ethical & Compliant

As a publicly traded company, AmerisourceBergen's commitment to patient care while delivering long-term shareholder value originates from a foundation of ethics, integrity and transparency, with patient safety at the core. On this foundation rests five critical areas:

## **Code of Ethics and Business Conduct**

This serves as our cornerstone and guides how we act in service to our partners, patients and each other. Our Code is available in multiple languages to reflect our global presence.

## **Rigorous Culture of Compliance Backed by a Multifaceted Compliance Program**

This enables us to clearly understand the healthcare environment and regulatory framework within which we work.

## **Company Values**

Our values give us a "true north" when interacting with each other and with our partners when creating solutions for patients.

## **Ongoing Training**

We immerse our associates in a combined total of nearly 50,000 hours of compliance and ethics training each year that grounds them and keeps them refreshed on our expectations and values. In addition, 100% of associates acknowledge the Code of Ethics and Business Conduct.



## **Giving Employees a Voice**

We have a culture of compliance and transparency: associates can come forward without the fear of retaliation. The Office of Compliance encourages associates to speak up, as patient safety is critical. We provide multiple outlets for associates to voice concern, including an anonymous hotline for reporting incidents involving suspected improper, illegal or discriminatory conduct. We also have an Office of Compliance portal on our company intranet and an email address available to our associates to raise potential compliance concerns.



**We are committed to a culture of integrity and transparency, to ultimately protect the patients we serve. I encourage associates to contact me personally if there are any concerns they would like to raise. We are determined to create a culture where associates can speak openly without fear of retaliation, so we can solve any challenges that arise.**



**Kathy Gaddes**  
Chief Compliance Officer,  
AmerisourceBergen

## Global Regulations

Ethical behavior is imperative in our industry. It is key to ensure patient safety – from proper labeling, to HIPPA protection, to ensuring we have strong processes in place. Our Code of Ethics and Business Conduct applies throughout the enterprise, regardless of country. In a complex, global industry, we work hard to meet regulatory requirements. In cross-border and overseas environments, AmerisourceBergen partners with authorities on a country-by-country basis to comply with evolving standards and in response to market dynamics while educating stakeholders on the important role we play in the healthcare supply chain.

## Corporate Governance

Our AmerisourceBergen Board of Directors provides guidance and critical oversight of our governance, strategic initiatives, talent management and risk management processes. Our Board ensures that our management team runs our business in a manner that protects and advances the long-term interests of our shareholders. The role of our senior executives is to develop and implement a strategic business plan for AmerisourceBergen and to grow our business. Our employees conduct business under the direction of Steve Collis, Chairman, President and Chief Executive Officer and with the oversight of our independent directors, including our Lead Independent Director, Dr. Jane E. Henney. To enhance its oversight function, our Board is composed of directors who are not employed by AmerisourceBergen, with the exception of Steve Collis.





# Opioid Efforts

# Opioid Efforts

Opioid addiction is a complex issue that has impacted patients and families across the country. A decision by AmerisourceBergen to stop or severely limit distribution of these drugs would lead to patient access issues for those with legitimate medical needs. For example, cancer patients who need to manage their pain might not be able to access approved medicines that could ease their suffering. Hospices may not have the right therapies to provide comfort to patients in their care. It would mean that a corporate distributor supersedes the Food & Drug Administration (FDA) and Drug Enforcement Agency (DEA) approvals and clinical decisions made by healthcare providers to meet the needs of their patients. While policymakers and many organizations have made efforts to attack this national crisis from many angles, true eradication will require action, attention and a collaborative approach. We believe the greatest needs exist at the community level.

While prescription opioid medications represent less than two percent of AmerisourceBergen's annual revenue, we are determined to commit resources and expertise to help fight opioid misuse and abuse in the United States. Therefore, both AmerisourceBergen and the AmerisourceBergen Foundation — a separate not-for-profit charitable organization — have committed to providing U.S. communities resources to help prevent the misuse and abuse of opioids.

As a wholesaler of pharmaceutical products, AmerisourceBergen manages the transportation of medication, including controlled substances, from manufacturers to licensed pharmacies and hospitals. AmerisourceBergen's role in the healthcare supply chain positions us to contribute important expertise and resources to help address this issue. With that in mind, we have developed and implemented an approach to combat opioid abuse around four core pillars: ensuring safe and secure

distribution, maintaining operational integrity, advocating for the highest regulatory standards and community outreach.

Data indicates that the efforts of multiple stakeholders are making an impact. For example, according to recent data from the Centers for Disease Control and Prevention, the overall national opioid prescribing rate declined from 2012 to 2017. However, as opioid abuse persists, we remain steadfastly committed to our efforts to help thwart the opioid epidemic.

## Supply Chain

AmerisourceBergen's primary business is the wholesale distribution of pharmaceutical products. We manage the secure transportation of medication, a small part of which includes opioids and other controlled substances, from manufacturers to customers such as licensed hospitals and pharmacies.

## Operational Integrity

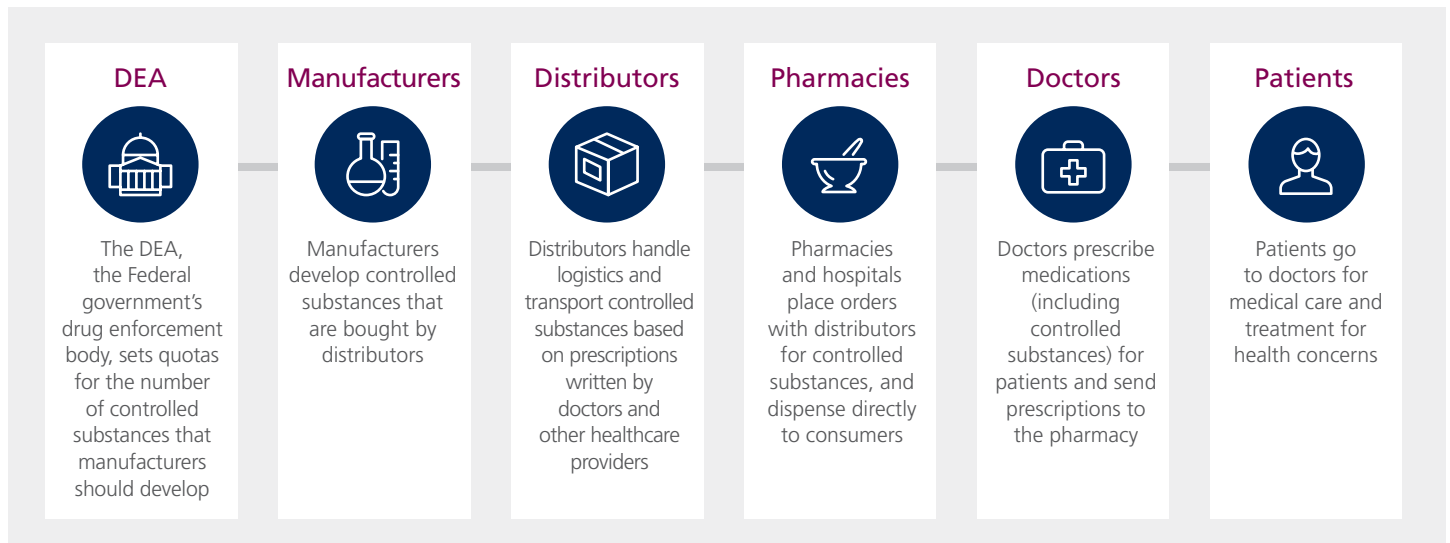
AmerisourceBergen takes very seriously its commitment to healthy communities. One of the most fundamental ways we achieve this is by creating highly efficient and, more importantly, safe access to medications. We take no action to promote prescribing or otherwise increasing the demand for opioids and we do not offer our sales representatives compensation or incentives of any kind that target opioid orders. Additionally, our sales team receives training to fortify its diversion control knowledge and compliance obligations according to both the latest regulatory guidelines and AmerisourceBergen's policies and procedures.

AmerisourceBergen has invested heavily in advanced technology for our distribution centers. Each center is equipped with state-of-the-art technology to keep our products secure and our associates safe.

## The Opioid Supply Chain: How Patients Obtain Controlled Substances

AmerisourceBergen Corporation and the AmerisourceBergen Foundation are committed to making a difference in our communities and providing communities across the country resources to combat the epidemic of opioid misuse.

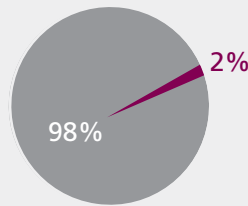
This commitment extends to those we reach and with whom we collaborate. That is why we ensure that at every step of the supply chain and even beyond the supply chain, we are supplying resources, offering continuing education and granting funding to those who need it.



# Stopping Diversion of Controlled Substances: The Role of ABC

## What types of medication does AmerisourceBergen distribute?

AmerisourceBergen's role in distribution is widespread – **opioids constitute less than two percent of sales.**



### AmerisourceBergen Drug Sales

- Opioid products
- Non-opioid products

## What is AmerisourceBergen doing to stop opioid abuse?

### Our Operational Commitments

- Partnered with Walgreens, BCBS, Pfizer and Prime Therapeutics to install medication disposal kiosks at 1,500 Walgreens locations throughout the United States
- Halted suspicious orders and reported to the DEA
- Invested in a Diversion Control Team
- Retained qualified diversion professionals

### How We Curb Diversion of Controlled Substances

- Reporting all controlled substance orders to DEA's ARCOS database
- Utilizing technology to flag questionable orders and pharmacies, and declining service to pharmacies that make repeated suspicious orders
- Working only with DEA-registered pharmacies

### Recent ARCOS Changes

We only have been aware of the product we ship, not what other distributors have shipped. The new ARCOS tool recently released by DEA now provides access to limited information about shipments by other distributors – but we will continue to seek greater visibility into the full picture.

As a member of the supply chain,  
we are committed to being part of the solution.



## 2018 Progress

This year, we made a concerted effort to increase our commitment at the community level to support those impacted by the opioid abuse crisis. The Foundation focused on supporting programs and organizations that provide access to safe disposal of controlled substances, prevention education and innovative solutions to mitigating the crisis. A few highlights of our philanthropic efforts in this area include:

- Donations of nearly 900,000 drug deactivation resources to 140 organizations across 44 states
- The identification and development of comprehensive opioid misuse and abuse initiatives, including the Opioid Resource Grant Program and the Safe Disposal Support Program
- Providing more than \$3.4 million in grants and in-kind donations
- The continued commitment to Eluna (formerly The Moyer Foundation), through a multi-year grant to launch a community program for youth impacted by addiction

We also continued our partnership with several industry organizations that serve to protect the safe distribution of controlled substances. AmerisourceBergen has held a membership for more than two decades with the National Association of State Controlled Substance Authorities (NASCSA). This organization is on the forefront of ensuring that the distribution of opioids in the U.S. remains as safe and secure as possible.

## Movement on the Hill

In addition to our philanthropic and operational efforts, a key component of our success in 2018 has been our work on Capitol Hill to enact legislation to support a better communications process between drug distributors and the DEA.

We believe there is more work to be done to ensure safe patient access to controlled substances. We have previously been vocal on the need for drug distributors to have full access to real-time ARCOS data (de-identified), as well as established opioid ordering protocols, mandatory digital ordering and the creation of a new DEA registrant classification and registrant fees, to fund the enhanced data capabilities. Looking to 2019, we plan to continue our efforts to educate policymakers and other stakeholders on how the supply chain can best interact and support one another to ensure patient access and safety.

AmerisourceBergen's Government Affairs department worked with our drug distribution and diversion experts to educate lawmakers on how controlled substances move from manufacturers to patients, which ultimately helped shape the AmerisourceBergen-supported legislation that was enacted in October 2018. This legislation, the Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities Act, (H.R. 6, The SUPPORT Act), marked the most significant policy effort to date passed by Congress and signed into law to create more transparency between members of the supply chain and the DEA.

## Diversions Control

AmerisourceBergen has a sophisticated diversion control program through which it provides daily reports directly to the DEA about the quantity, type and receiving pharmacy of every order of controlled substances we distribute. Our diversion control program is formulated to keep opioids out of the wrong hands, and traces its roots to the 1980s, when AmerisourceBergen's predecessor companies developed programs to identify and report suspicious orders. Throughout the years, AmerisourceBergen has worked to improve its programs based upon new information and new technology. Today, our diversion control program takes full advantage of the latest advanced data analysis tools to prevent opioid diversion, including mathematical algorithm and data analytics, peer group comparisons, interquartile range analysis and real-time dashboards with comprehensive ordering and customer information.

Our dedicated diversion control team of internal and external experts consists of former law enforcement professionals, diversion investigators and pharmacists or pharmacy technicians. Collectively, they have more than 100 years of experience in the industry. They maintain an ongoing order monitoring program, conduct customer site visits, review customer policies and identify and report suspicious orders. In 2015, we also formed a diversion control advisory committee comprised of a cross-functional team of senior executives who meet regularly with the Vice President of Diversion Control to discuss, review and continuously improve our diversion control program. At least annually, the diversion control team reevaluates all facets of the program.

## Proactive Philanthropic Efforts

Since 2014 the AmerisourceBergen Foundation has supported health-related causes that enrich the global community. The AmerisourceBergen Foundation teams up with numerous innovative non-profit partners who share AmerisourceBergen Corporation's and the AmerisourceBergen Foundation's dedication to addressing the opioid crisis. The Foundation is committed to providing communities across the country resources to combat the epidemic of opioid abuse and misuse. Examples of these initiatives include the following:

### Safe Disposal

In December 2017, the AmerisourceBergen Foundation launched the Safe Disposal Support Program. Through this initiative, the Foundation has distributed nearly 900,000 drug deactivation kits to communities across 44 states to help encourage safe disposal.

In addition to donations, grassroots education plays an integral role in the safe disposal of controlled substances. For example, The Foundation provided Stanley, North Carolina with 2,000 drug deactivation resources, which were distributed at the fire and police departments, in addition to schools.

### Opioid Resource Grant Program

Our largest initiative this year was the launch of the Opioid Resource Grant Program, which provides funding for new and constructive solutions to the opioid epidemic. Since its inception in April 2018, the program has garnered significant interest from numerous non-profit and grant-funded organizations seeking support to broaden current efforts toward curbing opioid abuse. The program is guided by an External Advisory Committee (EAC) comprised of key stakeholders.

## The AmerisourceBergen Foundation: Stepping In and Stepping Up

140

Organizations supported through the Safe Disposal Support Program

44  
states

Drug deactivation resources donated across 44 states

nearly  
900K

Drug deactivation resources donated through the Safe Disposal Support Program

\$3.4  
million

Total amount of grants and in-kind donations provided by the Foundation

The grant program is a part of the Foundation's efforts to support non-profit, grant-funded organizations to redefine best practices in the fight against the opioid epidemic. Funding from the program has been, and will continue to be, allocated to organizations committed to pioneering new ideas, addressing the safe disposal of opioids and education around prevention.

To date, the Foundation has received more than 300 letters of intent from not-for-profit organizations seeking support for opioid-related initiatives and the program has provided more than \$3.4M in grants and in-kind donations. Due to the growing volume of application proposals and demand, the Opioid Resource Grant Program recently established a second External Advisory Committee to assist with requests and support the grant-making decision process. The additional EAC includes influential thought leaders whose expertise span public health, community-based grant-making and community coalition building.

Along with the Foundation's strategic partnerships with a variety of community-based organizations, detailed on the next page, we have expanded on our commitment to creating action-oriented solutions. A few notable partnerships in 2018 included:

- Alaska Native Tribal Health Consortium
- Leaders Advancing and Helping Communities
- Public Health Foundation of Columbia County
- Washington County Wellness Initiative

## **Eluna**

The AmerisourceBergen Foundation awarded Eluna with nearly \$600,000, through a three-year grant to fund Eluna's launch of a new community program that serves youth in Philadelphia's Kensington neighborhood who have been impacted by a family member's substance abuse. The grant also enabled Eluna to expand its Camp Mariposa offerings to underserved youth and bolster the camp's opioid addiction prevention resources and support services. Plans are in place to expand this program into other geographies as part of a new three-year grant with Eluna. In recognition of the Foundation's dedication and efforts to help mitigate the opioid crisis, Eluna recently awarded the Foundation with its annual Corporate Partnership Award.

## **Health Care Improvement Foundation**

The Health Care Improvement Foundation launched a two-year pilot program that aims to help prevent chronic opioid use among post-surgical patients, which is supported by a \$247,000 grant from the AmerisourceBergen Foundation. The program will address the issue via patient education and engagement, as well as provider improvement strategies. The Health Care Improvement Foundation partnered with the Pennsylvania National Surgical Quality Improvement Program, a voluntary association of 15 Pennsylvania medical centers across the state, and will leverage existing collaboration among the surgical departments at the medical centers. Through this partnership, they will also recruit additional hospital-based surgical teams statewide to join the program and will be forming a Patient and Family Advisory Council.

## **Recovery United**

Recovery United launched a pilot intervention program at three Boise-area hospitals that will connect patients who have experienced an opioid overdose to certified peer recovery coaches. The program, which was supported by a \$50,000 grant from the AmerisourceBergen Foundation, aims to fill voids in the existing continuum of care by ensuring patients have access to critical recovery resources and support after they leave the emergency room. As part of the program, recovery coaches will work with identified patients who have been admitted to the hospital through the emergency room and connect them with treatment options. Recovery coaches will also help direct patients to free peer-based recovery support services. Through the program, Recovery United aims to help reduce accidental opioid overdoses statewide and increase access to high-quality recovery support services.

## **Florida Coalition Alliance**

The AmerisourceBergen Foundation and the Florida Coalition Alliance partnered with leading education technology innovator EVERFI, Inc. to provide an evidence-based curriculum that aims to empower Florida high school students with the knowledge and resources to make informed decisions about prescription medications. The organizations aim to provide the curriculum to as many as 50 high schools across Florida at no cost to the schools.





## Industry Action

AmerisourceBergen's commitment to help combat the opioid epidemic is demonstrated by our coordination efforts across our industry with other distributors and the Healthcare Distribution Alliance, and close collaboration with legislators, policy makers and regulatory agencies to continue to monitor and stop suspicious orders and minimize and deter diversion. This commitment to addressing the opioid epidemic is further demonstrated by, among other things, our participation in the Anti-Diversion Industry Working Group and the Collaborative for Effective Prescription Opioid Policies, two industry groups aimed at the development of safer drug distribution policies. In addition, the company's government affairs team regularly engages with state and federal legislators and regulators to discuss potential policy solutions to help address opioid abuse and diversion.

We are continuously working to identify and explore innovative ideas to combat the crisis and have formed an internal cross-functional Opioid Task Force to help coordinate these efforts across the enterprise. This Task Force consists of executives with backgrounds in operations, supply chain, customer education, pharmacy education, community outreach, government affairs, communications, law, as well as leaders from the AmerisourceBergen Foundation.

## Associate Support

As part of AmerisourceBergen's commitment to help combat the opioid crisis, we are supporting and partnering with municipalities and organizations across the country. And while this commitment can be felt far and wide, it can also be felt within our own community. We are continually evaluating our benefits programs related to addiction and mental health and we offer a number of educational opportunities to all of our associates.

We offer all associates the option to participate in our Carebridge program. This program, offered through our benefits partners, provides workshops throughout the year that teach associates about mental health and addiction. As another component of our addiction education, we offered safe disposal kits to our associates and in 2018 alone, the AmerisourceBergen Foundation provided several thousand disposal units to associates.

## Board Governance

AmerisourceBergen maintains a robust enterprise risk management program, and the Board is committed to effective oversight of key risks. Our Board oversees risk management and considers specific risk topics on an ongoing basis, including risks associated with the company's distribution of opioid medications. Our entire Board of Directors, led by our Chairman and CEO and Lead Independent Director, actively oversees and reviews the effectiveness of our compliance programs, including our diversion control program. The Board receives regular updates from the company's management

The Board has oversight of our compliance program. Company management is responsible for the execution of the compliance program, which includes training initiatives, monitoring activities and any enforcement or corrective action. The Board also supports management's efforts more broadly to contribute important expertise, innovation and resources to help address the opioid epidemic, which the Board understands will require close collaboration with doctors, pharmacies, manufacturers, policymakers and other stakeholders in the healthcare industry.

The Board is committed to overseeing risk management associated with the company's distribution of opioid medication while also ensuring that the company is part of the solution in combatting the opioid epidemic.





# Engaged Associates

# Engaged Associates

Our 21,000 associates work every day to drive performance and maintain a high-impact culture that unlocks expertise and facilitates collaboration with our customers, partners and fellow colleagues.

The Human Rights Campaign Foundation gave us a 100 percent on its Corporate Equality Index and listed us as one of the Best Places to Work for LGBT Equality. DiversityInc. named us a Noteworthy Company while we've been designated a Top Work Place in greater Philadelphia, Cincinnati and Tampa Bay.

Over the past year, we have piloted ABC Connect, a local engagement platform dedicated to offering associates opportunities to get involved in networking, community, wellness and environmental initiatives. We introduced new wellness programs in response to associate feedback and asked associates for perspectives on our benefit programs.



Associates in our Thorofare, New Jersey office enjoyed a variety of health- and wellness-themed activities on Tuesday, April 17, 2018 at our Wellness Day.

Representatives from Jefferson Health New Jersey, Carebridge Corporation, Certified Dermatology and Garner Chiropractic Clinic attended.

Blood pressure and Body Mass Index (BMI) screenings were performed and many different health and wellness resources were offered such as wellness programs, mindfulness and meditation resources, therapy and nutritious snacks.

# Benefits of Being an Associate

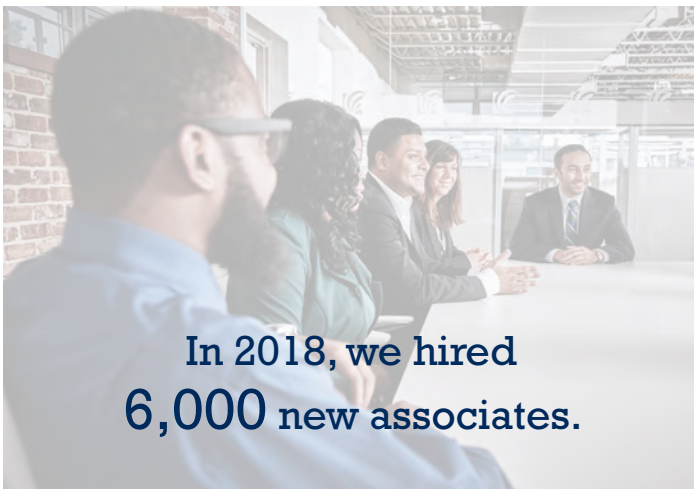
Our success rests on our associates' ability to live with purpose, every day. Thus, our benefits support the overall wellbeing of our associates, as well as their families. In addition to compensation, our comprehensive total rewards package includes healthcare, life and other insurance, a retirement plan with a company match, a discount employee stock purchase program, an employee assistance program, tuition assistance, adoption benefits, commuter benefits, paid leave programs, tobacco cessation support, medical coverage for same sex partners and domestic partnerships, and vacation, holiday and paid time off to be used at the associates' discretion. To give back to their communities, the majority of our U.S. associates receive up to eight hours per year of paid Volunteer Time Off.

In 2019, we launched myWellbeing, a wellness program to help associates understand and better maintain their health. myWellbeing provides associates with a range of wellness resources designed to support individual wellness goals.



# Recruiting & Engaging

In 2018, we hired 6,000 new associates bringing a range of different perspectives into the organization. These numbers reflect diligent efforts to recruit and then retain our deeply valued associates.



We continually seek to find new ways to celebrate, honor and listen to our associates. This past year included the following:

- Associates around the world were eligible for awards in our enterprise-wide recognition program, True Blue, including awarding more than 100 associates for their Pursuit of Purpose.
- Our 2017 anonymous engagement survey identified and prioritized enhancements for making our company a great place to work. Many associates noted that they wanted to learn more about the company strategy and how to apply it to their own work.
- We conducted a total rewards survey among our U.S. associates to gather feedback on their satisfaction with the current benefits and rewards. Previous total rewards survey results allowed our employees to be part of suggesting changes to our offerings.

# Professional Growth & Job Training

We invest in and empower our associates to realize their highest potential. At AmerisourceBergen, we hire the heart and train the brain. We foster a culture that enables all of us to perform at the highest levels to achieve our strategic goals and promote engagement. We are on a journey to ensure our associates feel a sense of involvement and belonging and feel supported during times of change.

We provide our associates with the tools they need to assess and proactively manage their careers. This includes training programs, professional development resources, tuition reimbursement and opportunities to participate in mentorship programs, employee resource groups and volunteering events. We encourage our associates to participate in external associations, third-party trainings and conferences relevant to their professional growth.

AmerisourceBergen is focusing on a continuous performance culture by encouraging managers to provide ongoing performance feedback to associates throughout the year, instead of just once during the annual performance evaluation. By increasing the frequency of informal performance conversations, managers can provide more timely feedback to associates, allowing associates to adjust behavior and goals more quickly, which has a greater impact on performance. On an online portal, we encourage managers and associates to provide feedback against goals at any time during the year.

We've also implemented a "Get Feedback" tool on our online portal which allows associates to request feedback from any other associate in the company. Collecting feedback from peers and colleagues who understand the associates' work is critical in helping associates grow and develop in an environment where associates must increasingly work with peers to be most effective.



All new associates take learning and development courses in a variety of areas, including communication, influence, self-awareness, management, productivity and team development. More than 4,000 associates participated in AmerisourceBergen University Leadership Development online courses this past year, and nearly 1,500 were trained in leadership development in the classroom setting. We also offer hundreds of online courses and thousands of book abstracts and TED talks.

Moreover, we are focused on developing next-generation leaders. At every stage of our associates' journeys, we are committed to providing leadership opportunities to strengthen their skills. Our associates are afforded opportunities to participate in numerous challenging projects, best-in-class training courses, live webinars, and they also have access to a broad array of subject matters.

**We are focused on developing next-generation leaders. At every stage of our associates' journeys, we are committed to providing leadership opportunities to strengthen their skills.**

In 2018, we implemented a new associate training model across our full-line distribution centers, establishing a trainer network and developing consistent on-boarding for our associates. The new training model employs a hub-and-spoke approach—a central source of information that is pulled through to each of the distribution centers. This standardized training model increases associate retention rates, workplace safety, quality, productivity and satisfaction.

In addition, we developed The AmerisourceBergen Duke Leadership program. Invitation-only courses teach our leaders how to operate in a volatile, uncertain, chaotic and ambiguous environment. Leaders assess future trends that impact our environment and discuss risk management, influence, strategy translation and decision-making. Participants receive an assessment of their leadership style and engage in peer coaching to develop strategies that improve their management styles. We've had over 130 leaders at all levels attend these programs.



## Tuition Assistance

To further enhance associates' talent development, we provide tuition assistance to eligible associates. In 2018, nearly 800 associates benefited from this program.

We also award both need- and merit-based scholarships to children of associates. Graduating high school seniors are eligible to apply and earn scholarship funds through the AmerisourceBergen Foundation Scholarship Program and our National Merit Scholarship Program. Each year, twenty \$3,500 scholarships are offered to children of our associates.



# Diversity, Inclusion & Equal Opportunity

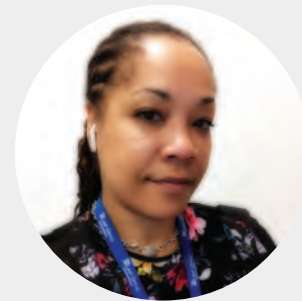
Our ongoing concern for fundamental human rights provides for an equal opportunity work environment where associates are treated with fairness, dignity and respect. The company's culture strives to be collaborative, fair and supportive of long-term, mutually beneficial relationships with associates, suppliers and business partners. We embrace the uniqueness of associates, recognizing their diverse backgrounds, perspectives and experiences.

More than 55 percent of our workforce is comprised of women, 46 percent is comprised of individuals with ethnically diverse backgrounds<sup>[1]</sup>, and 30 percent of our Board of Directors are women.

Concurrent with our concern for diversity and inclusion, we hold firm in the knowledge that unconscious bias can undermine an inclusive and respectful work environment. To this end, we launched programs in training and development that include an Unconscious Bias Training Program in April 2018 and a virtual mentor training program through many facets of our business and employee resource groups. In all, our collective teams have completed more than 3,000 diversity and inclusion trainings individually and as teams. We also completed the first session of a new initiative, our Boardroom Leadership Conversations Mentorship Program intended to inspire and influence peer mentorship at AmerisourceBergen.

<sup>[1]</sup> Figure based on approximately 80 percent of the United States associate population that chose to disclose ethnicity.

## AmerisourceBergen Hero



**Michelle**  
Program Manager, Lash Group

In our Lash Group office in Fort Mill, South Carolina, former U.S. Air Force Aircraft Production Manager, Michelle, serves as a Program Manager. We actively seek out veterans in recruitment knowing they have many transferable skills. For Michelle, her Air Force experience taught her how to be a leader, a team player and efficient under pressure.

"Everything I learned prepared me for the role that I am in today. The Air Force's core values: Integrity First, Service Before Self and Excellence in All We Do go hand-in-hand with our guiding principles. I had heard nothing but great things about this company, from the culture, people, growth opportunities and benefits. Who wouldn't want to work for a company with so much positive energy?" explained Michelle.

Our management and Board of Directors receive regular diversity and inclusion updates to ensure our progress. In 2018, the company had numerous accomplishments:

- Awarded a perfect score of 100 percent by the Human Rights Campaign on its annual Corporate Equality Index (CEI) while recognizing us as one of the Best Places to Work for LGBT Equality.
- Honored for the second year in a row by DiversityInc. as a Noteworthy company for diversity, based on our hiring, retention and promotion of women, minorities, people with disabilities, LGBT and veterans. The award is based on data that ranks information about recruitment, talent development, senior leadership commitment and supplier diversity.
- Recognized by the Philadelphia Forum of Executive Women for a 30 percent female representation on our board of directors. The Forum has adopted a call for all companies to have a minimum of 30 percent share of women on corporate and non-profit boards by 2020.
- Established an internal campaign that included training and social media, #connectwithrespect, deepening a positive work environment and fostering a sense of respect and inclusion in the workplace.
- Deepened relationships with diverse professional associations, such as the Healthcare Businesswomen's Association and Four Block.

## AmerisourceBergen Respect



Our #connectwithrespect movement promotes and fosters a culture of respect in the workplace. Whether an associate sits in an office or works in a distribution center, we want them to feel heard, accepted and welcomed by peers. Our guiding principles remind us to put people first, be part of the solution and to celebrate individuality while remaining part of a community. We believe that we all play a part in nurturing a culture of respect.

## AmerisourceBergen Pride

In 2018, AmerisourceBergen associates, their families and allies marched in Pride Parades nationwide.

### Philadelphia, Pennsylvania

Jim Cleary, Chief Financial Officer, joined the AmerisourceBergen contingent of associates, family and friends for the Philadelphia Pride Parade.



### Charlotte, North Carolina

Members of AmerisourceBergen's Lash Group and LGBTAllies joined the Charlotte Pride Parade.



### Dallas, Texas

AmerisourceBergen LGBTAllies walked in the Alan Ross Texas Freedom Parade, named for the longtime executive director of the Dallas Tavern Guild and a primary organizer of the Dallas PRIDE Parade.



# Employee Business Resource Groups

Our culture is built around an open environment that empowers its associates to have a voice through communication forums that encourage feedback and an open exchange of ideas. Our Employee Business Resource Groups are organized by associates who, based on shared experiences, come together to provide a positive setting for professional development and the creation of ideas to support the success of the company's diversity and inclusion efforts. Examples of these groups include:

**The Women's Impact Network (WIN)** inspires women to grow and develop personally and professionally while encouraging their male counterparts to support these efforts. This year, WIN engaged in a deeper dialogue with company leaders who serve on the Governance Committee to explore an array of topics, initiatives and outcomes important to advancing women's leadership, and deepened networking opportunities by joining the Healthcare Business Women's Association. Moreover, WIN worked in partnership with the AmerisourceBergen Foundation and donated \$5,000 to the American Heart Association's "Go Red for Women" campaign. Finally, we added a virtual training series that dealt with issues such as the difference between mentorship and sponsorship, giving associates full access to a lineup of TED Talks and resource books.

**Veterans in Action** actively supports AmerisourceBergen's efforts to recruit and provide ongoing support, guidance and opportunities for members of the military community. We partner with military placement organizations that include Four Block, Veterans Bridge Home and Cameron Brooks for military personnel transitioning to full-time civilian sector jobs. We also rolled out a "Hire a Hero" training program that focuses on the importance of hiring from the military

community and highlighted skills and experiences to better understand the correlation between military and civilian jobs.

**LGBTAllies** creates a network of allies and resources to support lesbian, gay, bisexual and transgender (LGBT) associates and promotes initiatives that advance our vision of an inclusive and welcoming workplace, helping to make us an employer of choice in the industry. Spotlighted on the previous page, in support of the LGBTQ+community and Pride Month, our associates proudly displayed AmerisourceBergen's values of diversity and inclusion by marching in Pride parades in Philadelphia, Charlotte and Dallas.

## Winning Diversity

The Philadelphia Forum of Executive Women recognized us for a 30 percent female representation on our board of directors. The Forum has adopted a call for all companies to have a minimum of 30 percent share of women on corporate and non-profit boards by 2020.

"We are very proud of the ongoing passion and purpose that has been generated by women throughout AmerisourceBergen and the work of our Women's Impact Network. We're striving to make equal opportunity in our organization a given for women," said Steve Collis, CEO.

AmerisourceBergen is one of only twelve companies out of the top 100 public companies in the greater Philadelphia area that has reached this milestone. For more information, [please see the full report.](#)

# Supplier Diversity

We are committed to promoting the success of small-, minority-, women-, disabled- and veteran-owned businesses as they are the foundation of a competitive economy and the source of many business innovations that make us a leader in healthcare distribution and related services. Accordingly, we support policies, procedures and programs designed to increase the inclusion of diverse suppliers across our sourcing process.

Our commitment to supplier diversity is led from the top, and is integrated across our businesses. We proactively seek diverse suppliers while simultaneously ensuring that we receive the highest quality products and services at the most competitive prices. Leadership across our enterprise actively participates in procurement events, related business councils and conferences. Our initiatives include supplier diversity employee training, supportive corporate strategic sourcing processes and a web-based supplier registration portal where opportunities for diverse suppliers are posted.

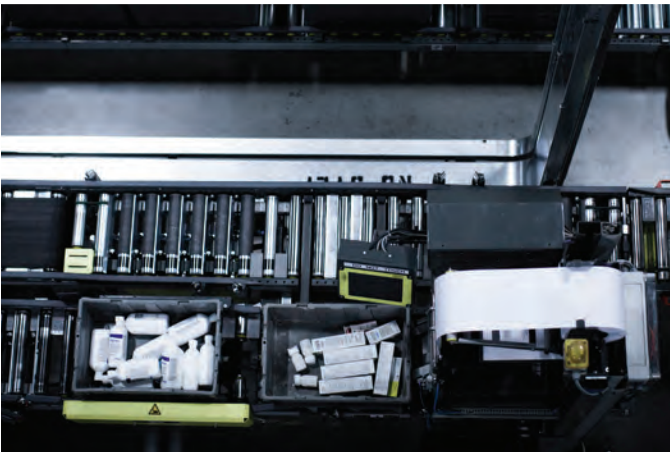
We have established a strong rapport with numerous outside organizations to find diverse suppliers, including regional Women's Business Enterprise Councils and the National Minority Supplier Development Council. We also encourage the local development of small and diverse businesses through Chamber of Commerce workshops and seminars.

## Partnering For Healthcare Capacity

Through an AmerisourceBergen Foundation partnership with Initiative for a Competitive Inner City (ICIC), a national non-profit research and advisory organization, we are partnering to build capacity for healthcare-related inner-city firms that contribute directly to the wellbeing of residents. Based on the concept that inner cities have competitive advantages but lack access to capacity-building education, connections and capital, thereby impeding economic progress, ICIC seeks to address these gaps and drive the long-term success of inner-city businesses. ICIC operates on the conviction that as businesses succeed they will provide residents with vital services, create jobs, bring wealth and help drive economic growth in their own communities. AmerisourceBergen and the AmerisourceBergen Foundation have a multi-year partnership in place with ICIC and look forward to continued opportunities to build sustainable small business ecosystems and improve wellness outcomes in America's underserved.



We proactively seek diverse suppliers while simultaneously ensuring that we receive the highest quality products and services at the most competitive prices.



We have also taken creative steps to advance our supplier spending in meaningful ways. For example, we have contracted with organizations that provide work experience for individuals who may have physical, mental or emotional challenges.

In our distribution centers, we work with local organizations to broaden our spending portfolio and engage citizens in the communities in which we work, including these standout examples from our network:

- Our Sacramento, California distribution center partners with PRIDE Industries to create opportunities for individuals with disabilities by contracting much needed services. PRIDE Industries, one of the nation's largest non-profit employers of people with disabilities, prepares people with disabilities for employment. PRIDE provides the expertise needed to assist individuals in overcoming challenges with skills development, employment and community integration. We currently contract two teams of four PRIDE associates to help clean our reusable totes. On several occasions, the PRIDE Team has been able to recover missing product and unsolicited customer returns.
- An Ability Counts crew supports the Corona, California, distribution center with general housekeeping and tote loading. In the last few years, they have evolved their role from outside support to key members of our first shift.

# Workplace Safety

As a foundation for everything we do, we seek to protect the safety of all of our associates. A National Safety Committee comprised of representatives throughout the company was established a few years ago to drive improved safety within the distribution network. That committee initiated a program called “Safety Minded... Patients depend on ME!” in which we aim to reduce the number of distribution center incidents by reinforcing safe behaviors, educating associates about the most common types of unsafe incidents and providing tools to encourage peer-to-peer feedback.

All distribution center associates receive training on proper safety procedures, feedback mechanisms and incentive opportunities, with safety performance tracked and shared across the organization. As an example of our safety track record, two years ago, associates at the distribution center in Puerto Rico issued a challenge to their Director of Operations. If the center reached 365 days without accidents, they’d have a celebration. This year, the distribution center celebrated a grand total of 402 days without accidents, injuries and illnesses.

For associates in the maintenance sector of our organization, we’ve partnered with a safety company that is the leader in maintenance, safety and operator training. We deepened the safety of our entire organization by pairing their online technical training and safety programs with deeper professional learning in the technical aspects of maintenance, including automation controls.

The emphasis on safety and accident prevention has proven effective. Overall, the primary workers’ compensation experience modification rate decreased over 20 percent within the last twelve months. Much of this success is through our safety initiatives and our culture of being safety minded.

We created a national safety committee to provide a forum where senior leaders can participate in the development and sustainability of our safety-minded culture. This committee reviews and evaluates data on incidents to implement measures that can prevent future accidents. Key initiatives of this committee include:

- Peer-to-Peer Safety Programs Tested in Distribution Centers
- Monthly Safety Training Topics
- Associate Observation Cards
- Local Safety Advisory Committees
- Safety Violation Corrective Action Charts
- Monthly Reporting on Operational Excellence Scorecards

For us, workplace safety also extends to how our associates treat one another, and we are committed to providing a workplace that is free from harassment and intimidation. This includes maintaining an alcohol- and drug-free work environment and protecting associates’ privacy with regards to medical, family and personal information.



**Our distribution center teams care greatly about safety, and ensuring a safe workplace is among their most important responsibilities.**



**Ron**  
Vice President, Operations (Mid-America District)  
AmerisourceBergen

## World Courier

With a history dating back to 1969, World Courier – an AmerisourceBergen business – is the world’s largest and most experienced provider of specialty courier services. World Courier is industry-leading in meeting the demanding requirements needed to transport time-and-temperature-sensitive pharmaceutical products and investigational medicinal products, used for commercial or clinical trials.

World Courier has achieved Good Distribution Practice (GDP) certification across its global network of 140-plus offices. Awarded by DQS, a leading certification body for management systems worldwide, the certificate underscores World Courier’s commitment to and compliance with quality management standards and international requirements throughout the supply chain. The company received the certification following a six-month long evaluation process, in which a team of DQS auditors analyzed World Courier’s transportation, handling and storage processes, and tested them against guidelines outlined by the European Union (EU GDP Guidelines), United States Pharmacopeia (USP 1079) and World Health Organization (WHO GDP). GDP guidelines regulate the distribution of medicinal products from the manufacturer to the patient.

Importantly, World Courier is the first logistics company to attain global GDP certification against three major GDP standards with international implications. It is the only provider to hold a GDP certification with such a wide and global scope. These practices are one of the many ways in which we expedite and enhance the global clinical trial process, ensuring product quality and integrity, minimizing risk, increasing efficiency and optimizing the supply chain for customers.



Looking ahead, World Courier is seeking to give patients greater and more equitable access to healthcare, especially in hard-to-reach areas such as Eastern Europe or parts of Latin America. By involving itself more directly in areas such as these, World Courier is working to improve healthcare across all markets by building a supply chain with consistent, fair prices for life-saving drugs.





# Sustainable Operations

# Sustainable Futures

We know that everyone benefits when we operate in ways that respect the earth and preserve resources for the next generation through environmental sustainability.

Across our operations and supply chain, we are deploying sophisticated systems and innovations that continually improve efficiency, product safety and quality, while giving the company the tools we need to become better stewards of our business and the planet. This creates a win-win: we create value and do our best to protect the environment where we live and work.



## **Technology and Energy Management**

We launched a sustainability data management and traceability system and utilized building automation features to enhance energy efficiency in our distribution centers.



## **Renewable Energy**

We set a target to achieve 2-3% of purchased electricity consumption from on-site renewable sources by the end of FY2020, and we are committed to achieving this goal.



## **Packaging Optimization**

We introduced several innovations to our packaging solutions that helped reduce waste and energy usage.



## **Waste & Recycling**

We increased recycling and found new ways to manage and track waste that significantly improved our overall waste management profile.



## **Quality & Environmental Management**

Our World Courier business attained full compliance with ISO 9001 (quality management) and ISO 14001 (environmental management).

# Energy Management & Sustainability

Energy management is critical to sustainability and an area of continuous improvement at AmerisourceBergen. It also delivers instant value for our stakeholders. In FY2018, we built on the previous year's momentum and deepened investments in energy management, significantly increasing safety, efficiency and the speed of our operations.

As an organization we continue to work together to build upon our commitment to being environmentally and socially responsible. We ensure safe product handling, manage greenhouse gas emissions, improve energy efficiency, minimize waste and maximize recycling. As part of this work, AmerisourceBergen tracks and publicly reports our energy use and greenhouse gas emissions. Most recently, we reported FY2017 Scope 1 emissions of 37,500.7 metric tonnes CO<sub>2</sub>e and Scope 2 emissions of 85,882.24 metric tonnes. Additionally, we reported our organization's total energy consumption at 344,711.82 MWh – comprised of our total consumption of electricity at 189,436.68 MWh and total consumption of fuel at 155,275.14 MWh. These numbers were third-party verified by Trucost as part of our commitment to data quality and transparency. More information on our greenhouse gas emissions disclosures, and our assurance letter, are available at [cdp.net](http://cdp.net).

A major driver of improvement centered on our ongoing energy audits and follow-on actions we have taken at multiple locations. For example:

- In Amityville, New York, we adopted six energy conservation measures derived from a 2016 audit to reduce our distribution center's carbon footprint. In total, the

measures will save approximately 238,000 kWh of energy annually. For these efforts, AmerisourceBergen was recognized as a Green Business Leader by the local utility company.

- Over the last year, we upgraded light sources to LEDs across a number of our full-line distribution centers including Amityville, New York; Columbus, Ohio; Kansas City, Missouri; Raleigh, North Carolina; Romeoville, Illinois and Shakopee, Minnesota; and our central fill distribution center in Corona, California.
- In 2018, we opened our new Phoenix distribution center that we have outfitted with on-site solar power that is expected to generate more than half the energy needs for the location and provide significant cost savings.
- In Sacramento, we announced a power purchase agreement for on-site solar at our distribution center through a system of nearly 2.27 megawatts of capacity. It is expected to reduce operating costs and produce sufficient electricity to offset nearly 80 percent of the facility's annual electricity consumption from the grid.

World Courier was once again certified to the ISO 9001 standard for quality management and ISO 14001 standard for environmental management. Continuous improvement programs minimize energy consumption by promoting energy-efficient lighting; lower-impact refrigerants in heating, ventilation and air conditioning systems; and fuel-efficient fleet vehicles.



“  
**Incorporating LEED certification into our building portfolio means lessening our impact on the environment...**

**Anne**  
Sustainability Coordinator  
AmerisourceBergen

”

## LEEDers

As AmerisourceBergen continues to grow, we have opened several locations utilizing LEED (Leadership in Energy and Environmental Design) standards. LEED is the most widely recognized third-party verification system for environmentally sound buildings and sustainable structures. LEED certified buildings use less energy and water, providing cost savings and resource efficiencies. We’ve gone through this process at buildings on our campus in Fort Mill, South Carolina and have other projects in place in Texas and Pennsylvania.

In 2018, Lash Group’s Kingsley Park I building in Fort Mill, South Carolina was the runner-up for a Sustainable Business Award in the Carolinas. The Carolinas Sustainable Business Awards were created by the U.S. Green Building Council, the same organization that sets LEED standards, to recognize and celebrate local leaders in the Carolinas’ green building movement.

The building was recognized as a runner-up in the Innovative Project, Interior Design + Construction category for its LEED certification at the Silver level. An innovative design helps it achieve its status as a sustainable building. For example, building features include the maximum use of natural light and strategic use of brick façades to minimize the need to heat the interiors.

We know that one area in which we have a significant opportunity to minimize our environmental footprint is in the construction of our facilities. “Incorporating LEED certification into our building portfolio means lessening our impact on the environment through energy efficiency, water use reduction and waste optimization strategies, as well as creating a working environment that supports human health,” said Anne, Sustainability Coordinator for AmerisourceBergen.

# Transportation Efficiency

AmerisourceBergen's core approach to transportation efficiency is constantly under evaluation for improvement through market analysis and route analytics. And, while logistics processes and mechanisms may vary within each of our businesses, the focus on efficiency does not. Across our business units, we constantly look for opportunities to enhance the efficiency and reliability of transportation:

- When not prohibited by contractual agreements, all of our business units select transport companies that are U.S. Environmental Protection Agency (EPA) SmartWay Partners.
- Our business units do not have company-owned long-haul trucking fleets, so we work with transportation partners to reduce fuel costs and greenhouse gas emissions associated with our distribution activities. These third-party carriers utilize sophisticated delivery route-planning methods to consolidate our orders and shipments. This minimizes the number of vehicles required to serve our customers and reduces total miles traveled and the number of required stops.

- World Courier is leading a multi-year business transformation initiative called NOVA. Through NOVA, World Courier will launch a new transportation management system. It will furnish drivers and dispatchers with new mobility solutions, even as it reworks its business intelligence tools. Greater shipment and shipment packaging efficiencies will be realized through NOVA.
- As part of World Courier's ISO 14001 Certification, all leased and company-owned cargo vans and passenger vehicles are tracked and replaced, when necessary, with more fuel-efficient models.

Across our increasingly complex logistics healthcare supply chain, we are always committed to partnering with our customers and suppliers throughout our distribution channels to identify even more areas of innovative opportunities, such as customer consolidated deliveries, to reduce fuel use increase efficiency and ensure reliability.



# Recycling & Waste Management

AmerisourceBergen and its associates are committed to recycling, as well as the reduction or total elimination of waste. Across our company, we are taking big, innovative strategic steps as well as pragmatic smaller steps to create a more sustainable footprint.

Last year, we expanded our recycling program as follows:

- We increased our pallet recycling program in each of our distribution centers which resulted in 303,963 pallets and 4,711 total tons recycled.
- We recycled nearly 250,000 pounds of reusable shipping totes that had reached end of life.

AmerisourceBergen also continued implementing an enterprise-wide waste optimization strategy, leading to the following accomplishments:

- We advanced our commitment to responsible disposal of electronic waste.
- In most of our offices worldwide, we cut paper waste and look for opportunities to utilize digital communications as an alternative to paper.

In addition to enterprise-wide strategies and programs, associates from across our network work every day to reduce the amount of waste we send to the landfill. For example, in our Corona, California distribution center, associates worked with a local recycler to achieve a recycling rate of over 90 percent and earned a local Zero Waste to Landfill certification.



Electronic waste is a rapidly growing problem—when antiquated or unusable technology is disposed of improperly, harmful chemicals can impact the surrounding environment. According to the Environmental Protection Agency, 3.1 million tons of consumer electronic waste was generated in 2015 alone. As a result, we are committed to responsible electronics disposal. AmerisourceBergen has a company-wide policy for the responsible disposal of electronic waste through a single provider, utilized by distribution centers and office locations across the globe. Over the past year, by recycling nearly 100,000 pounds of electronic waste AmerisourceBergen has:

- Saved 3,927,698 kilowatt hours of electricity
- Diverted 49,358 kilograms of toxic waste
- Lowered greenhouse gas emissions by 34,195 kilograms



## Customized Impact

In a number of our businesses, AmerisourceBergen utilizes single-use expanded polystyrene (EPS) foam coolers across our distribution network to ensure that cold-chain products arrive to our customers at the appropriate temperature. However, EPS foam is one of the most difficult materials for which to find recycling or reuse options due to specialized equipment requirements. Due to our commitment to reducing waste across the supply chain, we often proactively provide our clients with information on how to reuse or recycle these coolers.

In one case, a potential customer came to us with a unique challenge: a rheumatology practice in Oregon wanted to bring its business to AmerisourceBergen's Besse Medical facility, but the practice did not have EPS recycling facilities nearby.

Together, the teams created an efficient solution for the customer to send its coolers to the nearby Seattle distribution center, where the containers could be recycled. This customized solution enabled our customer to remain consistent with its own corporate citizenship values as well.

## Water Efficiency

In each of our distribution centers, AmerisourceBergen has implemented water efficiency practices and invested in automated and low-flow plumbing fixtures. To reduce water use, some of our distribution centers have installed desert and native landscaping, as well as timers to automate landscape watering. To more responsibly manage our water use in the future, we have integrated new water efficiency recommendations in our building and construction guidelines.

For example, in Lash Group's Kingsley Park location in Fort Mill, South Carolina, we set goals for both energy use reduction and water use reduction using the LEED credit targets as a guide. We conserved 42.25 percent water relative to the baseline, which equates to a 1,810,680-gallon reduction.

# Responsible Sourcing

AmerisourceBergen seeks opportunities to buy goods and services from suppliers, contractors and vendors who share our responsible sourcing goals. We incorporate sustainability into our procurement process for indirect goods, encouraging bidders to include socially, economically and environmentally friendly products and service options in their offerings.

The company's approach considers the overall life cycle costs of ownership, and we avoid the use of products or equipment that have unsustainable components when alternative options exist. It's also embedded in the AmerisourceBergen Code of Ethics and Business Conduct, as we expect our partners to uphold our values.

Our commitment to responsible sourcing extends to the packaging we use in customer shipments. In many of our businesses we have eliminated plastics from our packaging and transitioned to equally or more effective paper products. In our Columbus, Ohio, distribution center, our associates eliminated bubble wrap in favor of a collaboratively designed packaging material for fragile items [refer to "Management Improvement" callout]. We've also turned to utilizing paper dunnage as a packing material, eliminating plastic air pillows at many of our MWI Animal Health locations. This allows our customers to more easily recycle packaging materials.

## Management Improvement



AmerisourceBergen associates at our Columbus, Ohio distribution center launched a continuous improvement project focused on redesigning a packaging solution to eliminate plastic bubble wrap.

As bubble wrap was a nonrenewable resource, the Columbus team, with the help of customer and associate feedback, decided to transform this traditional packaging component. They partnered with a packaging vendor to develop an alternative solution. Through an iterative engagement and design process, associates collaborated with the vendor's engineers to develop a solution tailored to the specifics of the distribution center's operations.

The solution was designed to prevent damages, and it is also 100 percent recyclable and 100 percent biodegradable.




# Supply Chain

AmerisourceBergen's commitment to healthier futures begins at the first point a product enters the supply chain. That's where our promise of efficiency and security begins. By delivering on this promise, we provide support to our partners so they can focus on what they do best: improve patients' lives. Over the last year, we have made significant progress across the board; and as we move forward, we seek to do more – with even greater efficiency.

## Operational Efficiency

As a single source for tens of thousands of products, we help customers in health systems, community practices, independent pharmacies and alternate care settings, ensuring that their patients can access the right products at the right time. AmerisourceBergen's infrastructure is built to enable secure, daily ordering and distribution of millions of healthcare products.

Our distribution centers are the nerve center of our network, streamlining logistics for our manufacturer partners and enabling our customers to receive their products quickly and safely. The company has implemented several initiatives as part of its continuous improvement program and invested significantly in our distribution infrastructure and operations to enhance the quality and efficiency of our supply chain.



**Our infrastructure is built to enable secure, daily ordering and distribution of millions of healthcare products.**

Our National Distribution Center (NDC) in Columbus, Ohio gives our customers a single drop location for shipments. It is a conduit between pharmaceutical manufacturers, retailers and licensed healthcare providers – the NDC receives product from manufacturers and then disperses the shipments to our distribution centers nationwide, where the pharmaceuticals are distributed to retailers and licensed healthcare providers. This centralized NDC model allows us to maximize efficiency and get patients the medication they need, when they need it.

# Product Safety & Stewardship

AmerisourceBergen's state-of-the-art infrastructure and technology collectively comprise an efficient and secure pharmaceutical supply chain. This operational focus has strengthened the value we provide and ensures that our customers' orders are filled efficiently and with a near-perfect accuracy rate. We have a tremendous track record of regulatory compliance, and we work with authorities in the numerous countries we serve to respond to ever-changing regulations and market dynamics.

We continuously improve the traceability of our business processes and technology, enhancing patient safety. AmerisourceBergen purchases pharmaceuticals for distribution in the United States directly from the products' manufacturers or their authorized representatives. The company then warehouses the products and delivers them to healthcare providers on a just-in-time basis. We use sophisticated and highly engineered order monitoring systems to enhance our supply chain. This customized infrastructure allows us to manage product placement in our distribution centers, and better identify and trace products throughout the entire supply chain.

**AmerisourceBergen's state-of-the-art infrastructure and technology collectively comprise an efficient and secure pharmaceutical supply chain.**



As a wholesaler positioned between hundreds of manufacturers and more than 65,000 customers, including pharmacies, health systems and physician offices, AmerisourceBergen has taken a leading role on educating its stakeholders on the Drug Supply Chain Security Act (DSCSA). We are not just a wholesaler – we are also a private label manufacturer, repackaging supplier, 3PL service provider and specialty pharmacy, which essentially places us at every position in the supply chain.

This breadth of services has given the company an understanding of what is at stake for everyone and has inspired us to collaborate with other industry leaders to develop cutting-edge solutions for DSCSA compliance.

# Disaster Response & Emergency Preparedness

Because of the company's vast and complex supply chain, AmerisourceBergen plays a crucial role when disasters and emergencies happen. Patients, hospitals, pharmacies and manufacturers must have access to what they need in a timely manner.

During natural disasters, AmerisourceBergen leverages its network of distribution centers, couriers and associates to safeguard healthcare providers – particularly hospitals – and ensure that they can maintain access to critical pharmaceutical products.

AmerisourceBergen's responses to Hurricanes Harvey, Irma and Maria exemplified this commitment. Over the last year, our associates have donated humanitarian supplies and a total of 40 generators to Puerto Rico through our Associate Assistance Fund detailed on page 61.

MWI's California region locations worked with several agencies to provide a response to the Camp and Woolsey fires. MWI identified needs and coordinated efforts in collaboration with the California Veterinary Medical Reserve Corps, locating and shipping necessary supplies as the Corps treated burned animals at emergency shelters throughout the state.

How we respond to natural disasters is critical. Equally important is our level of emergency preparedness in the event of a disaster. As a resourceful logistics provider, our experience enables us to find alternative solutions that, to the greatest extent possible, guarantee the integrity and delivery deadlines of each shipment.

## Wildfire Safety

In late 2017, California experienced two regions of devastating wildfires. Nearly 100,000 people were urged to evacuate, and hundreds of pets and domestic livestock living in the area were also moved to safety if possible. While two triage facilities were open to care for displaced and wounded animals, the surrounding roads were badly damaged and it became very difficult for supplies to be delivered.

Upon learning this, Warehouse Manager Karen, Territory Manager Christina and Regional Manager Meggan took action. Thanks to the donations of other associates, Karen, Christina and Meggan were able to deliver necessary supplies to the Sonoma county area.

A month later, when fires broke out in the southern part of the state, associates again stepped up to provide support and supplies to those in need. Warehouse Team Member Lesley gathered items to donate to veterinarians that were providing refuge to animals in Ventura County, including antibiotics, bandages, needles and more.

Equine Specialists Patty and Randy worked alongside Inside Sales Equine Coordinator Inez to secure funding and order necessary supplies for horses throughout San Diego County. Warehouse Lead Steven and Team Member Michelle then drove five hours to deliver the supplies to horses that were taking refuge in the Del Mar Raceway.

Through the collaborative effort of several associates, AmerisourceBergen was able to make an incredible impact on animals displaced by the California wildfires.

# Sustainable Food Production

As a distributor of almost every medicine available to treat companion and production animals, MWI Animal Health is committed to the highest standards of animal welfare. We distribute more than 55,000 animal health products across the U.S. and U.K., providing veterinary practices with the tools and resources needed to deliver care to patients. We also help producers manage their livestock in a sustainable, responsible way that minimizes harm to the environment by limiting waste and maximizing the animals' protein potential.

We believe it is our responsibility to support those in our industry on behalf of the health of companion animals through education and initiatives. We work closely with trade associations including the UVSA (United Veterinary Service Association), American Animal Hospital Association (AAHA) and Partners for Healthier Pets to advocate for issues impacting the animal health industry.

We are also taking a leading role in finding ways to feed a growing, hungry world. By 2050, many experts predict a 60 percent increase in protein demand as the global population reaches 9.1 billion. The impact on the need for production animals will be staggering. For example, a 43 percent increase in demand for beef will require an additional 104.9 million tons. Similar numbers accompany dairy production, poultry and swine. This poses a unique challenge to current production models and creates great room for improvement. MWI Animal Health took an active role in 2018 to make sure we can begin optimizing the care of production animals to anticipate meeting this demand, while considering the environmental toll that production animals take on the land and on water consumption.

MWI does this by serving the health and nutritional needs of production animals while partnering side-by-side with the people who are stewarding those animals' lives. We're collaborating to help caretakers raise wholesome food products. MWI Animal Health's products, technologies and services help feed a growing, hungry world.

Collectively, we're dedicated to working together across the many areas of our industry to maximize resources and improve healthcare.

## Snack Pak 4 Kids

To build upon AmerisourceBergen's leadership in supporting the sustainable production of protein and feeding a hungry world, our associates have embarked on nutrition-focused volunteering. Recognizing that one in four K-12 students in Texas do not get enough food to eat, we partnered with Snack Pak 4 Kids, an Amarillo, Texas-based non-profit. The organization provides more than 10,000 kids with reliable, nutritious food over the weekend so that they can succeed at school. MWI Animal Health worked with Snack Pak 4 Kids to pack more than 5,000 bags of food during a national sales meeting in Las Vegas, Nevada.



# Healthy Communities

# Healthy Communities

AmerisourceBergen works to advance human and animal wellbeing by broadening access to quality healthcare and providing resources to ensure prescription drug safety. We actively pursue this agenda in the communities where we live and work.



## Healthier Giving

Our corporate giving approach is consistent with our beliefs, values and company Purpose.



## Healthier Volunteerism

Our corporate culture inspires an active and caring group of associates who continually give selflessly of their time and resources, positively supporting their local communities in need or during a crisis.



## Healthier Foundation

At the heart of the AmerisourceBergen Foundation, our 501(c)(3) charitable giving arm, are three pillars: providing access to healthcare, battling opioid misuse and animal health.

# Healthier Giving

Corporate contributions and product donations are vital tools that can accelerate impact across our numerous communities. In fiscal year 2018, we provided nearly \$2 million in financial contributions to community-based organizations.

## Giving For Wellness

MWI Animal Health has participated in Boise, Idaho's FitOne Road Race and Expo since 1993. Since joining AmerisourceBergen three years ago, the company has been a bronze sponsor of FitOne. FitOne provides funds to benefit organizations including Boise's St. Luke Children's Hospital.

In the past year, AmerisourceBergen's participation grew to include a series of events and initiatives to bolster awareness of, and participation in, the 2018 St. Luke's FitOne Race and Healthy Living Expo. From an initial kickoff day with healthy snacks and registration kiosks, to the floor-by-floor participation contest and an art contest for designing the team's shirt logo, Boise associates were highly engaged in this healthy, team-building activity.

## Giving Products

AmerisourceBergen companies provided more than \$4 million in over-the-counter product donations to organizations such as Feeding America, Americares and Kingsway. This number increased in fiscal year 2018 from the prior year's number of \$2.6 million. Our donation of excess inventory has provided the opportunity for medical teams to dispense medications to under-served populations in need while also providing critical resources to parts of the world impacted by natural disasters.

## Product Donation Success



The guiding principle "Put people first. The rest will follow." has been part of our DNA for many years. For more than eight years, AmerisourceBergen has worked with a number of non-profit organizations that accept and manage product donations, including Feeding America, National Children's Cancer Society and Kingsway, an international medical mission organization that supplies donated non-prescription products to patients in developing nations. In 2018, Kingsway awarded AmerisourceBergen with its Global Compassion Award to honor the longstanding partnership and our associates' efforts.

The product donation program is a well-coordinated effort that is driven by Patricia, Supply Chain Manager, in Orange, California. Patricia has led the way in ensuring that products are donated in an efficient manner. She works with our distribution centers to donate non-prescription products to eligible non-profits, and in turn, they coordinate distributing the donated products to communities in need in the U.S. and around the world.



## Giving For Education

AmerisourceBergen is headquartered in historic Valley Forge, between Philadelphia and Pennsylvania's Lehigh Valley. This base allows our company to be eligible for the Pennsylvania Educational Improvement Tax Credit program, where we make charitable donations to eligible non-profit organizations as part of our Corporate Giving strategy. We allocated funding across three critical areas of need among organizations situated in our region as follows:

- Educational Improvement Organizations, such as The United Way of Greater Philadelphia and Southern New Jersey's Early Grade Literacy Program; City Year Philadelphia and Project HOME (Philadelphia), used our grants to support underserved and impoverished populations, expanding learning opportunities and resources.
- Scholarship Organizations, such as Cristo Rey Philadelphia High School and Children's Scholarship Fund Philadelphia, have received needs-based scholarships and internship opportunities.
- Opportunity Scholarship Organizations, such as Via of the Lehigh Valley, Lehigh Children's Academy and the Bridge Education Foundation, were awarded with scholarships for those with financial and special needs.

## Healthier Students

On a typical Friday morning at 9:30 a.m., most people are having a second cup of coffee, checking email and easing into their day. However, on Friday, May 18, a group of us in the Conshohocken, Pennsylvania office were lucky enough to be greeted by a group of four bright-eyed high school students who were eager to tell us about their experience working at AmerisourceBergen this past school year.

Over the last six years, we've established a partnership for the students of Cristo Rey High School in Philadelphia, which offers a top-quality college prep education to students from families with limited financial resources. The selected students attend school four days a week and work one day a week at AmerisourceBergen. In addition to their assigned tasks, the students attend meetings with their sponsors and network with associates in different areas of the company. Over the course of this year's internship, the students listened to 60 phone calls, authored about 15 articles, completed 5 spreadsheets and processed 200 invoices.

George, one of our Pennsylvania-area executives, has been the executive sponsor of the program and an active attendee of mentoring events at the school. He introduced the students and their supervisors and emphasized how the students always work on important projects for us. A common theme from both students and sponsors was that while the students were incredibly helpful and the sponsors offered professional knowledge and experiences, at the end of the day, they truly enjoyed getting to know one another and hear about their everyday lives.



## CURA

Latin for “care” or “concern,” CURA is a charitable fund developed by AmerisourceBergen Animal Health associates in the United Kingdom. Its sister initiative in the U.S. is the VIP (Volunteer Initiative Program).

CURA seeks to support local charitable causes within the UK and does so by organizing and implementing internal and external fundraising campaigns. For example, they have:

- Donated more than ten pallets of food from AmerisourceBergen Animal Health to local animal relief organizations.
- Developed a cat adoption campaign for the Somerset and Dorset Animal Rescue.
- Sent a group of associates to Secret World, a Highbridge, England, non-profit that rescues, rehabilitates and releases animals in need, to help tidy up the grounds and participate in teambuilding exercises with the staff.

In the U.S., the VIP program encourages associates to volunteer at the charity of their choice through a quarterly reward program. Each quarter one associate is randomly selected and AmerisourceBergen’s animal health group gives a \$1,000 donation in the name of the selected associate to the charity for which they volunteered.

Both CURA and the VIP program are important to our grassroots efforts to making a positive community impact worldwide.



# Healthier Volunteerism

For us, service is embedded in everything we do. This is especially true in our own communities in which we seek opportunities for our neighbors to live well and thrive.

In 2018, guided by site-based volunteer coordinators and an annual paid Volunteer Time Off (VTO) policy of up to eight hours per year, over 3,000 AmerisourceBergen associates in the U.S. and Canada volunteered in their local communities. Select examples of our volunteerism include:

## Innomar Strategies Associates

This group got their hearts pumping for a good cause. The Heart & Stroke Big Bike is a team event in which 29 riders power one Big Bike, literally stopping traffic to support heart disease and stroke research.

This year, Innomar Strategies fielded three Oakville, Ontario (Canada) Big Bike teams. With over 100 cyclists, the teams did an outstanding job raising awareness for the Heart & Stroke Foundation, and ultimately raised more than \$12,000. Innomar Strategies is the top fundraiser for the Heart and Stroke Foundation Big Bike in the Halton region of Ontario.



## MWI Inclusion Team

Our MWI business unit's Inclusion Team at the Grand Prairie, Texas, distribution center, involved twelve associates in developing charity drives. Throughout the holiday season, the team collected more than 130 gifts to donate to Safe Haven, a local shelter for women and children affected by physical, emotional, sexual and economic abuse. The team also collected blankets and coats for Arlington Mission, a local organization that provides shelter, food and other support services to homeless and low-income people.



## Orlando Distribution Center

Our Orlando, Florida Distribution Center raised funds for cancer research. By uniting our communities and raising money, we can help the American Cancer Society fund breakthrough breast cancer research, provide free information and support and help people reduce their breast cancer risk or find it early when it may be more treatable. For example, Robert, a Day Shift Stocking Supervisor, organized last year's FUNdraising event. The funds the team generated benefited Making Strides Against Breast Cancer.

# Healthier Foundation

## Definition and Mission

The AmerisourceBergen Foundation is an independent not-for-profit charitable giving organization established by AmerisourceBergen Corporation whose mission is to improve the health and wellbeing of its patient populations – both human and animal – by investing in communities and partnering with organizations to expand access to quality healthcare and provide resources to ensure prescription drug safety.

## Focus Areas

- **Opioid Misuse:** focused on combatting the opioid epidemic in the U.S. with safe disposal, prevention education and innovative solutions.
- **Human Health:** focused on human health-related causes to enrich the lives of members of the global community.
- **Animal Health:** focused on access to care and education that contributes to supporting and improving animal health.

## Global Impact in Fiscal 2018

- 40+ organizations assisted
- Nearly 1.3MM Haitians served through state-of-the-art warehouse and distribution center through Partners In Health
- Nearly \$5MM in donations in grants to support our local communities
- Nearly 900,000 drug deactivation resources donated

## Grant Partners

We partner with non-profits across our areas of focus which are able to expand our impact while creating and deepening opportunities for resilience and capacity building. Here are some 2018 featured grantees, partners and their programs:

## Opioid Misuse Partners

- **Recovery United** launched a pilot intervention program at three Boise-area hospitals that will connect patients who have experienced an opioid overdose to certified peer recovery coaches. Recovery coaches will also help direct patients to free peer-based recovery support services.
- **The Health Care Improvement Foundation (HCIF)** launched a two-year pilot program that aims to help prevent chronic opioid use among post-surgical patients.
- **The Alaska Native Tribal Health Consortium (ANTHC)** jumpstarted statewide opioid prevention and education among Alaska Native and American Indian youth by leveraging an online presence, a social media campaign and culturally-relevant educational resources to help prevent opioid misuse.

## Human Health Partners

- **Direct Relief**, a humanitarian aid organization, provided financial assistance to underserved Paraguayan pediatric cancer patients and their caregivers to cover non-medical needs (transportation, lodging and meals) to improve health access and treatment compliance for these children with cancer.
- **Angel Flight East**, an organization whose mission is to provide free air transportation to qualified persons by coordinating flights to distant medical facilities, initiated “Rural & Rare Reach,” broadening access to available high-level medical care for rural patients, people with cancer or rare diseases and children with serious congenital conditions.
- **Partners In Health (PIH)**, an international health organization committed to improving the health of the poor and marginalized, continued a multi-year plan to improve access to necessary medical treatments and therapies in Haiti.



## Animal Health Partners

- We target funding at non-profits staging animal relief efforts following disasters around the world. Specifically, we helped the **Los Angeles County Animal Care Foundation** in the wake of the wildfires in southern California.
- We have also continued our partnership with **Southeastern Guide Dogs**. The organization transforms lives by creating and nurturing extraordinary partnerships between people and dogs. A non-profit with a national reach, they provide their premier dogs and lifetime services at no cost to veterans and visually impaired persons, without government funding.

## Strategic Community Partnerships Across Focus Areas

- We partner with **Americares**, a health-focused relief and development organization, to support its ongoing preparedness, response and recovery efforts in the U.S. and around the world. AmerisourceBergen has been a dedicated Americares partner since 2005, providing both product donations and financial support. In 2018, the AmerisourceBergen Foundation partnered with Americares to donate drug deactivation kits to help low-income and uninsured patients safely dispose of prescription medication. As an extension of this ongoing work, the AmerisourceBergen Foundation also provided Americares with a grant to support the expansion of behavioral health programming at U.S. clinics.
- We support **Family Reach** to deliver financial assistance to families of cancer patients in AmerisourceBergen cities along with educational and financial navigators to provide guidance on the financial aspects of cancer treatment.
- We were honored by **Eluna**, a non-profit supporting children and families impacted by grief or addiction, with their Corporate Partnership Award, mentioned on page 24, acknowledging the Foundation's commitment and multi-pronged approach to identifying strategic partners and combatting controlled substance abuse and misuse across communities nationwide. As a long-term partner, Eluna and the Foundation have worked together to reach underserved youth who have been impacted by a family member's substance use disorder and provided them with addiction prevention resources and support services.

# Assistance for Associates by Associates

The AmerisourceBergen Associate Assistance Fund is a non-profit charitable organization established in 2012 to provide financial assistance to our associates and their families who are victims of natural disasters (e.g., fire, tornado, floods, etc.) or who are facing severe financial hardships.

Importantly, it is solely funded by our associates, who opt in by contributing between \$1 to \$10 per paycheck. Through the program:

- Associates may be able to receive up to \$5,000 in financial support over 24 months.
- Funds can be used to cover everything from basic needs to home repairs and expenses tied to funeral arrangements, medical attention and transportation.

Over the last year, approximately 2,000 of our associates have supported nearly 60 of their peers through this program, representing nearly \$85,000 in total funding.

## The Fund In Action

In March 2018, Alexandra, patient navigator/care champion in Lash Group, an AmerisourceBergen company, was facing extreme personal and financial stress. Her infant daughter was experiencing gasping and seizure-like episodes. Their family quickly mobilized to get her help, but hospital and medical bills grew exponentially.

“We were under an enormous amount of emotional and financial stress,” said Alexandra. “My husband and I were struggling to deal with the hospitalization, specialist appointments, our daughter’s health and our monthly expenses.”

Alexandra applied to the Associate Assistance Fund and was approved for support. “This was an absolute gift, and a huge weight was lifted from our shoulders,” said Alexandra. “My husband and I were able to really focus on our daughter’s health and upcoming doctor appointments.



Over the past year, approximately **2,000 of our associates** have supported nearly **60 of their peers** through this program, representing nearly **\$85,000 in total funding**.

# Healthier Neighbors

Our *Good Neighbor Pharmacy*<sup>®</sup> program gives local pharmacies tools to assist them with their businesses and community involvement. At its core, this program respects the esteemed place in the hearts and imaginations of its community members that local pharmacies hold – truly connected to the towns and neighborhoods in which they operate.

*Good Neighbor Pharmacy* created a central place for public information about health, wellness and prevention. Participating pharmacies gain access to *Good Neighbor Pharmacy* public information campaign materials for use in stores and at events. Last year, *Good Neighbor Pharmacy*:

- Provided resources to help combat opioid misuse, including safe disposal resources and steps for how patients can keep their medications safe and out of the wrong hands.
- Developed a palpable presence on Capitol Hill to represent the voice of local pharmacies.
- Showcased the American Heart Association's **#MyHealthyHeart** campaign through a highly engaging digital strategy, resulting in more than 250 customer Facebook posts, more than 2,500 page views of the **#MyHealthyHeart** landing page and more than 60,000 impressions for the campaign's animated video.

## Good Riddance to Diabetes



For more than a decade, AmerisourceBergen and its *Good Neighbor Pharmacy* network have partnered with the **Juvenile Diabetes Research Foundation (JDRF)** to reduce incidences of type 1 diabetes (T1D). We have contributed awareness for the non-profit's mission to cure T1D through research support.

*Good Neighbor Pharmacy* has participated in One Walk Philadelphia for 13 years, raising more than \$300,000. From 2017-2018, *Good Neighbor Pharmacy* was a JDRF National Walk Team partner.

## Access & Adherence with Lash Group

AmerisourceBergen's Lash Group seeks to accelerate patient access to required therapies while making sure they adhere to their prescribed dosage and regimen.

The healthcare industry average for patients who do not adhere to chronic therapies ranges between 33 percent and 66 percent. Non-adherence might result in patients being hospitalized or requiring emergency care. Others simply can't afford the therapies. For example, a population of cancer patients, when presented with the co-pay for receiving oral cancer medication, walk away because it's too expensive.

Lash Group develops the strategic framework, technologies and educational programs that help patients:

- Get their insurance benefits verified quickly so that they can begin their treatments right away
- Understand why remaining committed to their therapies ultimately impacts their health and health outcomes
- Receive help with expensive yet crucial therapies to survive their illnesses

## Empathy in Action



Lash Group's culture of empathy among its associate population has shaped an environment that directly impacts how Lash Group creates healthier communities.

Lash Group has spearheaded the design of two LEED certified buildings on its South Carolina campus. Lash Group also actively encourages Volunteer Time Off. It has created an environment that results in an outpouring of giving and volunteerism that, in the past year, has been expressed through:

- Financially supporting Charlotte, North Carolina-based Claire's Army, dedicated to supporting families battling childhood cancer
- Building homes for Habitat for Humanity across Charlotte, Dallas, Louisville and Pittsburgh



# Appendix



# Assurance Letter

## Independent Assurance Statement to AmerisourceBergen Corporation

ERM Certification and Verification Services (ERM CVS) was engaged by AmerisourceBergen Corporation to provide limited assurance in relation to information in specified sections of the AmerisourceBergen Corporation 2018 Corporate Citizenship Report as set out below.

Engagement summary	
Scope of our assurance engagement	Whether the information relating to 2018 in the following sections of the AmerisourceBergen 2018 Corporate Citizenship Report is fairly presented, in all material aspects, with the reporting criteria: <ul style="list-style-type: none"><li>• Energy Management &amp; Sustainability (page 43)</li><li>• Transportation Efficiency (page 45)</li><li>• Diversity, Inclusion &amp; Equal Opportunity (page 33)</li><li>• Healthy Communities (pages 54-56; 58-60)</li><li>• Opioid Efforts (pages 18-26)</li></ul>
Reporting criteria	AmerisourceBergen's internal reporting boundary, criteria, and definitions and the GRI Standard 101 Principles for defining report quality.
Assurance standard	ERM CVS' assurance methodology, based on the International Standard on Assurance Engagements ISAE 3000 (Revised).
Assurance level	Limited assurance.
Respective responsibilities	AmerisourceBergen Corporation is responsible for preparing the data and for its correct presentation in reporting to third parties, including disclosure of the reporting criteria and boundary. ERM CVS's responsibility is to provide conclusions on the agreed scope based on the assurance activities performed and exercising our professional judgement.

### Our conclusions

Based on our activities, nothing has come to our attention to indicate that the information relating to 2018 in the specified sections of AmerisourceBergen Corporation's 2018 Corporate Citizenship Report, as described under 'Scope' above, and noting the limitations described below, are not fairly presented, in all material respects, with the reporting criteria.

### Our assurance activities

We planned and performed our work to obtain all the information and explanations that we believed were necessary to provide a basis for our assurance conclusions.

A multi-disciplinary team of sustainability and assurance specialists performed the following activities:

- A review of external media reporting relating to AmerisourceBergen Corporation to identify relevant issues in the reporting period.
- A review of samples of documentary evidence, including internal and external documents, to support the management assertions in the sections listed above.
- A visit to AmerisourceBergen Corporation's offices in Conshohocken, PA where we:
  - interviewed the staff responsible for each of the specified sections in order to understand the company strategy, policies and management systems related to the specified sections, as well as the activities in the reporting year and internal review processes around the reported information;
  - reviewed the reporting processes and the consistency of reported annual data with selected underlying source data for each data indicator.
- A review of the completeness and balance of the information in the specified sections based on the assurance evidence collected.
- A review of the final draft of the report to ensure that all required changes to the text and data were made.

### The limitations of our engagement

We have not assured the information in the 'Sidebars' included in the above mentioned sections of the Report. The reliability of the assured data is subject to inherent uncertainties, given the available methods for determining, calculating or estimating the underlying information. It is important to understand our assurance conclusions in this context.



Jennifer Iansen-Rogers, Head of Corporate Assurance  
16 April 2019



ERM Certification and Verification Services, London. [www.ermcvs.com](http://www.ermcvs.com); email: [post@ermcvs.com](mailto:post@ermcvs.com)

*ERM CVS is a member of the ERM Group. The work that ERM CVS conducts for clients is solely related to independent assurance activities and auditor training. Our processes are designed and implemented to ensure that the work we undertake with clients is free from bias and conflict of interest. ERM CVS and the ERM staff that have undertaken this engagement work have provided no consultancy related services to AmerisourceBergen Corporation in any respect*

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10	102-8 Information on employees and other workers Response: We have reported applicable data as collected in certain markets. We will continue to report on this data as it becomes available. For further breakdowns, please refer to the Diversity & Inclusion section of our report.
9	102-9 Supply chain
<a href="#">10-K</a> , 3	102-10 Significant changes to the organization
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	102-12 External initiatives Response: The following are examples of major external initiatives AmerisourceBergen engaged in during fiscal year 2018: United Nations Sustainable Development Goals (SDGs), The World Resources Institute's Greenhouse Gas Protocol, CDP's climate change program, Committee Encouraging Corporate Philanthropy (CECP), U.S. Chamber of Commerce, National Health Policy Forum, Pew Research Center, Community Anti-Drug Coalitions of America (CADCA)
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14	102-47 List of material topics
	102-48 Restatements of information Response: There are no restatements of information included in this report.
	102-49 Changes in reporting Response: There have been no changes in reporting for this report.
2	102-50 Reporting period
	102-51 Date of most recent report Response: Our most recent <a href="#">report</a> from fiscal year 2017 was published in 2018 and can be found on the <a href="#">Corporate Citizenship page</a> of our corporate website.
	102-52 Reporting cycle Response: We report on an annual basis and plan to continue to do so in the future.
	102-53 Contact point for questions regarding the report Response: For questions regarding this report, please contact <a href="mailto:CorporateCitizenship@amerisourcebergen.com">CorporateCitizenship@amerisourcebergen.com</a>
2	102-54 Claims of reporting in accordance with the GRI Standards
66-67	GRI content index
65	102-56 External assurance

## Prescription Drug Safety

18	103-1 Explanation of the material topic and its Boundary
18-26	103-2 The management approach and its components
	103-3 Evaluation of the management approach Response: We evaluate our management approach to this topic on an ongoing basis, utilizing extensive collaboration from internal and external stakeholders, industry benchmarking and research on best practices. We adjust our management approach on an as-needed basis as a result of this continuous evaluation.

## Community Impact

54	103-1 Explanation of the material topic and its Boundary
54-63	103-2 The management approach and its components
	103-3 Evaluation of the management approach Response: We evaluate our management approach to this topic on an ongoing basis, utilizing extensive collaboration from internal and external stakeholders, industry benchmarking and research on best practices. We adjust our management approach on an as-needed basis as a result of this continuous evaluation.

## Energy and Climate

- 43 103-1 Explanation of the material topic and its Boundary
- 43 103-2 The management approach and its components
- 103-3 Evaluation of the management approach  
Response: We evaluate our management approach to this topic on an ongoing basis, utilizing extensive collaboration from internal and external stakeholders, industry benchmarking and research on best practices. We adjust our management approach on an as-needed basis as a result of this continuous evaluation.
- 43 302-1 Energy consumption within the organization
- 43 305-1 Direct (Scope 1) GHG emissions
- 43 305-2 Energy indirect (Scope 2) GHG emissions

## Water

- 47 103-1 Explanation of the material topic and its Boundary  
Response: This is a voluntary non-material disclosure.
- 47 103-2 The management approach and its components
- 103-3 Evaluation of the management approach  
Response: We evaluate our management approach to this topic on an ongoing basis, utilizing extensive collaboration from internal and external stakeholders, industry benchmarking and research on best practices. We adjust our management approach on an as-needed basis as a result of this continuous evaluation.

## Waste and Recycling

- 46 103-1 Explanation of the material topic and its Boundary
- 46 103-2 The management approach and its components
- 103-3 Evaluation of the management approach  
Response: We evaluate our management approach to this topic on an ongoing basis, utilizing extensive collaboration from internal and external stakeholders, industry benchmarking and research on best practices. We adjust our management approach on an as-needed basis as a result of this continuous evaluation.
- 46 306-2 Waste by type and disposal method  
Response: We have reported applicable data as collected in certain markets. We will continue to report out on this data as it becomes available.

## Responsible Sourcing

- 48 103-1 Explanation of the material topic and its Boundary
- 48 103-2 The management approach and its components
- 103-3 Evaluation of the management approach  
Response: We evaluate our management approach to this topic on an ongoing basis, utilizing extensive collaboration from internal and external stakeholders, industry benchmarking and research on best practices. We adjust our management approach on an as-needed basis as a result of this continuous evaluation.
- 308-1 New suppliers that were screened using environmental criteria  
Response: All Requests for Proposal (RFP) that go through our standard RFP process are screened according to Corporate Citizenship programs and commitments, including environmental criteria. In addition, we screen potential purchases for new buildings using LEED standards. AmerisourceBergen expects all of its third-party suppliers, vendors and other business partners to comply with fundamental principles. Many of our suppliers are required by contract to comply with applicable laws and provide us with written certifications that reflect their commitment to abide by the ethical principles set forth in our [Code of Ethics and Business Conduct](#). AmerisourceBergen is engaged in various initiatives to expand the number of third party suppliers that are required to provide such contract commitments and certifications.
- 414-1 New suppliers that were screened using social criteria  
Response: All Requests for Proposal (RFP) that go through our standard RFP process are screened according to Corporate Citizenship programs and commitments, including social criteria. In addition, we screen purchases for new buildings using LEED standards. AmerisourceBergen expects all of its third-party suppliers, vendors and other business partners to comply with fundamental principles. Many of our suppliers are required by contract to comply with applicable laws and provide us with written certifications that reflect their commitment to abide by the ethical principles set forth in our [Code of Ethics and Business Conduct](#). AmerisourceBergen is engaged in various initiatives to expand the number of third party suppliers that are required to provide such contract commitments and certifications.

## Associate Benefits and Development

- 29 103-1 Explanation of the material topic and its Boundary
- 29-36 103-2 The management approach and its components
- 103-3 Evaluation of the management approach  
Response: We evaluate our management approach to this topic on an ongoing basis, utilizing extensive collaboration from internal and external stakeholders, industry benchmarking and research on best practices. We adjust our management approach on an as-needed basis as a result of this continuous evaluation.
- 29 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees  
Response: Our benefits program is aligned with the needs of each geography.
- 31-32 404-1 Average hours of training per year per employee  
Response: This year, associates completed nearly 50,000 hours of compliance & ethics training. For further breakdowns, please refer to the Diversity & Inclusion section of our report.
- 31-32 404-2 Programs for upgrading employee skills and transition assistance programs
- 404-3 Percentage of employees receiving regular performance and career development reviews  
Response: This year, 99% of associates had a completed annual performance review. For further breakdowns, please refer to the Diversity & Inclusion section of our report.

## Health and Safety

- 39 103-1 Explanation of the material topic and its Boundary
- 39 103-2 The management approach and its components
- 103-3 Evaluation of the management approach  
Response: We evaluate our management approach to this topic on an ongoing basis, utilizing extensive collaboration from internal and external stakeholders, industry benchmarking and research on best practices. We adjust our management approach on an as-needed basis as a result of this continuous evaluation.
- 39 403-1 Occupational health and safety management system
- 39 403-5 Worker training on occupational health and safety
- 29, 39 403-6 Promotion of worker health

## Diversity and Inclusion

- 33 103-1 Explanation of the material topic and its Boundary
- 33-36 103-2 The management approach and its components
- 103-3 Evaluation of the management approach  
Response: We evaluate our management approach to this topic on an ongoing basis, utilizing extensive collaboration from internal and external stakeholders, industry benchmarking and research on best practices. We adjust our management approach on an as-needed basis as a result of this continuous evaluation.
- 405-1 Diversity of governance bodies and employees  
Response: We have reported applicable data as collected in certain markets. We will continue to report out on this data as it becomes available.

## Data Privacy and Security

- 103-1 Explanation of the material topic and its Boundary  
Response: Data is both a powerful tool and real risk for healthcare stakeholders today. At AmerisourceBergen, we are committed to making strong data security investments, and continuously working to keep our networks and products secure for our customers and their patients. Beyond basic data security, AmerisourceBergen also acts as a responsible steward of our customers' data.
- 103-2 The management approach and its components  
Response: We provide information to help keep our customers at the forefront of data security within healthcare distribution.
- 103-3 Evaluation of the management approach  
Response: We evaluate our management approach to this topic on an ongoing basis, utilizing extensive collaboration from internal and external stakeholders, industry benchmarking and research on best practices. We adjust our management approach on an as-needed basis as a result of this continuous evaluation.
- 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data  
Response: The required topic-specific disclosure is unavailable due to internal confidentiality restraints.

# Stakeholder Engagement

Stakeholder Group	Type and Frequency of Engagement	Key Topics Raised and Actions Taken
<b>Associates</b>	<p>Examples of ways we engage with our associates include annual associate performance review, quarterly live associate calls with leadership (including the CEO), daily and weekly company communications via email, newsletter, intranet and digital signage; ability to recognize associates globally for outstanding work grounded in our guiding principles using our True Blue program; ability for associates to provide feedback on biannual global engagement survey.</p>	<p><b>Topics:</b> Performance, goals, recognition, engagement</p> <p><b>Actions:</b> Encourage managers to provide ongoing feedback to associates throughout the year instead of just once during the annual performance evaluation; implemented a feedback tool in online performance management system that allows associates to request feedback from any other associate in the company; encourage associates to recognize colleagues for outstanding work based on ABC's purpose and guiding principles using our True Blue program; encourage associates to provide their feedback on engagement at ABC; conduct action planning based on survey feedback</p>
<b>Business-wide Leaders</b>	<p>We perform annual interviews to help inform content and perform quality assurance during the report preparation process. We also engage with our business partners on a regular basis via email or phone.</p>	<p><b>Topics:</b> Corporate citizenship topics related to respective leader's business function, Corporate Citizenship strategy and integration throughout the business, content for the Corporate Citizenship Overview</p> <p><b>Actions:</b> We incorporated feedback and commentary into the content for this year's report. We remain actively engaged with our business-wide leaders and evaluate actions on an ongoing basis.</p>
<b>Communities and Non-profits</b>	<p>The AmerisourceBergen Foundation provides grant funding to non-profit organizations that focus on the areas of opioid misuse prevention and access to health for both humans and animals. Grants for opioid misuse prevention are awarded twice annually and health grants are awarded on a quarterly basis. The opioid resource grant program also provides communities with the opportunity to request in-kind donations of safe disposal resources. Foundation staff provide ongoing support to current and potential grantees throughout the grant process.</p> <p>The AmerisourceBergen Corporation supports communities and the non-profits that serve those communities through providing associates with 8 hours annually of paid volunteer time off, offering non-profit board training programs in select locations and providing targeted charitable event sponsorships, and product donations.</p>	<p><b>Topics:</b> Grant process and guidelines, funding for non-profit programs and charitable events, volunteer needs</p> <p><b>Actions:</b> We evaluate our programs on an ongoing basis and adjust according to the needs of our partners.</p>

Stakeholder Group	Type and Frequency of Engagement	Key Topics Raised and Actions Taken
<p><b>Customers and Potential Customers</b></p>	<p>We engage with our customers through a variety of touchpoints along their customer journey with ABC, including onboarding, customer service, sales (phone, email, in-person), ordering, delivery, industry events/conferences, marketing and communications, trainings, business coaching, consulting and surveys.</p> <p>The frequency of these interactions varies by customer but touchpoints such as ordering and delivery are often daily.</p>	<p><b>Topics:</b> Product access, customer onboarding, customer service, delivery services, ordering, analytics and reporting, consulting services, government affairs support</p> <p><b>Actions:</b> We are consistently evolving our products, solutions, and business models based on our customers’ needs and feedback.</p>
<p><b>Government and Municipalities</b></p>	<p>We participate in the political process to advance the interests of the Company and our associates. We engage in the political process at the national and state levels by making political contributions to candidates for elective office, by presenting to legislators and other government officials our position on issues of interest to us and by working with industry and trade groups, without regard to the private preferences of our executives.</p>	<p><b>Topics:</b> Healthcare policy and other issues that directly affect our business and the businesses of our customers, including pharmaceutical manufacturers, acute care hospitals and health systems, independent and chain retail pharmacies, mail order pharmacies, long-term care pharmacies and physicians and physician group practices</p> <p><b>Actions:</b> We remain actively engaged with the government and regulatory bodies and evaluate actions on an ongoing basis.</p> <p>For more information, please see our Policy Statement on Political Engagement.</p>
<p><b>Investors</b></p>	<p>We engage with our investors and shareholders through several avenues. Some examples include quarterly earnings releases and quarterly earnings release conference calls and webcasts; regular reports filed with the SEC, including annual and quarterly reports; conference calls and webcasts related to specific developments; participation in numerous healthcare conferences with webcasted presentations; in-person and on-site meetings and our annual stockholders meeting.</p>	<p><b>Topics:</b> U.S. healthcare policy, business unit performance/company guidance, strategy/capital allocation, competitive landscape</p> <p><b>Actions:</b> We remain actively engaged with our investors and shareholders and evaluate actions on an ongoing basis.</p>
<p><b>Suppliers</b></p>	<p>With many suppliers, we hold regular reviews. Additionally, we participate in various supplier diversity councils where we network with diverse businesses to determine potential matches for future business opportunities while fostering the inclusion of diverse suppliers.</p>	<p><b>Topics:</b> Economic impacts, business activities, competitive landscape, new entrants or substitutions.</p> <p><b>Actions:</b> We remain actively engaged with many of our key and critical suppliers while also identifying suppliers to develop into a more strategic relationship.</p>





# Sustainable Development Goals

Our Corporate Citizenship activities are well-aligned with the United Nations Sustainable Development Goals (SDGs). The SDGs are a call for collaborative action to further the health and prosperity of the planet and all people, structured around 17 unique goals.








All of the SDGs are essential to ensuring harmony and prosperity among all people and our planet. Below is a summary of some of our progress related to the SDGs across the enterprise.

<p><b>2 ZERO HUNGER</b></p> 	<p>Our MWI Animal Health business provides products, technologies and services to support sustainable food production and help feed a growing, hungry world.</p>
<p><b>3 GOOD HEALTH AND WELL-BEING</b></p> 	<p>At AmerisourceBergen, our Purpose is that we are united in our responsibility to create healthier futures. As a healthcare company, our focus is on increasing the health and wellbeing of both humans and animals.</p>
<p><b>5 GENDER EQUALITY</b></p> 	<p>We stand proud in supporting our diverse and talented associate population, which is comprised of more than 55 percent women. Our dedicated employee resource group, Women's Impact Network, fosters an inclusive environment for women in the workplace based on equity and respect through education, personal and professional development opportunities and mentorship.</p>
<p><b>7 AFFORDABLE AND CLEAN ENERGY</b></p> 	<p>We continually look for ways to invest in clean energy. Just this year, we set a goal to consume 2-3% of our electricity from on-site renewable sources by FY2020. And we are actively pursuing that goal – in December, we announced a 2.27 megawatt solar installation at our Sacramento, California distribution center.</p>



<p><b>10</b> REDUCED INEQUALITIES</p> 	<p>Access to health for humans is one of the pillars of the AmerisourceBergen Foundation. Much of our work is focused on reducing inequalities in healthcare across the globe. For example, we've partnered with Project C.U.R.E. to increase access to quality healthcare in developing countries.</p>
<p><b>13</b> CLIMATE ACTION</p> 	<p>We are aware of our footprint and recognize that our operations have an impact on the climate, and we are committed to doing our part to lessen this impact. We track and manage our Scope 1 and 2 greenhouse gas emissions and report our findings to CDP's climate change disclosure annually. We continue to seek ways to enhance energy efficiency and decrease emissions across our network.</p>
<p><b>17</b> PARTNERSHIPS FOR THE GOALS</p> 	<p>We believe that we can do more together. This is why we collaborate with stakeholders around the globe – from our non-profit partners, to our customers, to our suppliers – to further the positive impact we are creating through our Corporate Citizenship strategy and activities.</p>







Where knowledge,  
reach and partnership  
shape healthcare delivery.