

# Corporate Citizenship Overview

2019 Year in Review

# About This Report

This report is based on activities in fiscal year 2019 (October 1, 2018 to September 30, 2019). 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 references Global Reporting Initiative (GRI) Topic Disclosures and Principles, the Sustainability Accounting Standards Board (SASB) and the United Nations Sustainable Development Goals. 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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## In This Report

CEO Statement	4
Message on Corporate Citizenship	6
Who We Are	8
Opioid Efforts	18
Inspired Associates	28
Sustainable Operations	40
Healthy Communities	52
Appendix	64

## CEO Statement



**Steven H. Collis**

Chairman of the Board, President  
and Chief Executive Officer

At AmerisourceBergen, we believe that it is our responsibility to give back to the communities where our associates and customers live and work.

The pressing issues our society faces, however, cannot be solved by the private sector alone. Solutions require concerted, cohesive efforts—powerful, engaged stakeholders across the board—working together at their best. There is a critical need for the private, public and non-profit sectors to join together to solve global healthcare access and affordability issues.

AmerisourceBergen exists within a complex and dynamic environment—and we are incredibly proud of the role we provide in driving efficiency in the supply chain, ensuring access to quality care and supporting the viability of healthcare providers and pharmaceutical innovators.

The driving force behind everything we do is our purpose—*we are united in our responsibility to create healthier futures*. Our team of 22,000 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 view of corporate citizenship is broad and multidimensional. We continue to focus on three core areas: engaged associates, sustainable operations and healthy communities.

### **Inspired Associates**

To engage our workforce, we foster an inclusive culture that values diversity of background and experience—and this commitment starts with our Executive Management Committee where 3 out of 7 members are women. Associates are encouraged to participate in employee resource groups—such as our Women’s Impact Network, Veterans in Action, LGBT Allies and more. And this year, we announced an enhanced parental leave policy to support our associates when they welcome new children to their families.

Putting people first is what we do. In the midst of natural disasters that struck communities in 2019, our associates sprang into action and helped deliver urgent medical

supplies, ensured the safe rescue and transport of animals and supported their colleagues through the Associate Assistance Fund. And to empower associates to give back to the causes that matter most to them, the AmerisourceBergen Foundation launched myCommunityImpact, our matching gifts and dollars-for-doers program.

### **Sustainable Operations**

We recognize the importance of business adaptation for climate change, and we are taking a longer-term view. To improve the sustainability of our operations, we have implemented practices that reduce energy use and waste as well as packaging innovations, such as reusable totes in our distribution centers and innovative solutions to ship cold chain. We continue to invest in solar energy projects and sustainable building infrastructure, including 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. We continue to invest and form deeper relationships with our non-profit partners. In 2019, we hosted an inaugural Foundation Grantee Conference rooted in collaboration with more than 50 non-profits represented.

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 in the U.S. and globally.

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 and Chief Executive Officer

# Message on Corporate Citizenship



**Gina K. Clark**

Executive Vice President and Chief Communications & Administration Officer, AmerisourceBergen

President, AmerisourceBergen Foundation

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

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.

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. Through these efforts, we have provided nearly 1.2 million drug deactivation kits to more than 250 organizations in every state in the U.S.

We're also deeply committed to collaboration and partnership with



organizations, customers and stakeholders to amplify our impact and reach. To that end, we have continued strategic partnerships with non-profit organizations, such as Eluna, CADCA, Family Reach, Healthcare Ready and Southeastern Guide Dogs. In addition, we are excited to support our new partners National FFA Foundation, K9 Partners for Patriots, and National Search Dog Foundation as we strengthen our focus on animal health within the Foundation. Partnerships like these are critical to achieving our corporate citizenship goals.

We have made tremendous progress, yet we know there's more to be done. In the coming year, we plan

to continue to integrate corporate citizenship even more deeply into our business, including expansion of our programs internationally, increased focus on our diversity and inclusion efforts, scale our environmental sustainability efforts to adapt to a changing climate, and deepen relationships with strategic partners to advance the work of the Foundation.

I want to thank all of our stakeholders for supporting us in these efforts and I look forward to building upon the progress we've made and continuing to fulfill our promise of strong corporate citizenship.

Sincerely,



**Gina K. Clark**

Executive Vice President and Chief  
Communications & Administration Officer, AmerisourceBergen

President, AmerisourceBergen Foundation





8

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Who We Are



# Global Healthcare Leader

As the 10th-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 22,000 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 \$175 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.

**With a foundation in pharmaceutical distribution and through long-standing partnerships across the industry, we create unparalleled access, efficiency and outcomes for human and animal health.**



**Distribution**



**Pharmacy and Provider Solutions**



**Manufacturer Solutions**



**Animal Health Solutions**

## 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.



## AmerisourceBergen



### Human Health

- |                  |                               |                               |
|------------------|-------------------------------|-------------------------------|
| ASD Healthcare   | Innomar Strategies            | Oncology Supply               |
| Besse Medical    | IntrinsiQ Specialty Solutions | Pharmacy Healthcare Solutions |
| Cubixx Solutions | ION Solutions                 | US Bioservices                |
| HealthForward    | Lash Group                    | World Courier                 |
| ICS              |                               | Xcenda                        |



### Animal Health

- Micro Technologies
- MWI Animal Health
- Securos Surgical



## Healthy Recognition

AmerisourceBergen deeply values and celebrates collaborative impact. As a company, we are proud to be **ranked #10 on the Fortune 500**. We have also been honored with the following awards and recognition:

Fortune named AmerisourceBergen among the 2019 list of the [World's Most Admired Companies](#)

AmerisourceBergen was named one of [Philadelphia's top places to work](#) by Philly Inquirer for the seventh year in a row

AmerisourceBergen recognized by DiversityInc as a [2019 Noteworthy Company](#) for the third year in a row

AmerisourceBergen was ranked [#9 on Gartner's annual Healthcare Supply Chain Top 25 list](#)

[Good Neighbor Pharmacy](#) was ranked first in [Best Customer Service for Pharmacy](#) by *Newsweek*

The [AmerisourceBergen Foundation](#) was recognized at the *Philadelphia Business Journal's* Faces of Philanthropy event for their partnership with Eluna

Lash Group received a [Leadership in Energy and Environmental Design \(LEED\) Gold Certification](#) for their second building in Fort Mill, SC

For the eighth year [Good Neighbor Pharmacy](#) was recognized as the ["Highest in Customer Satisfaction with Chain Drug Store Pharmacies"](#) in the JD Power 2019 U.S. Pharmacy Study

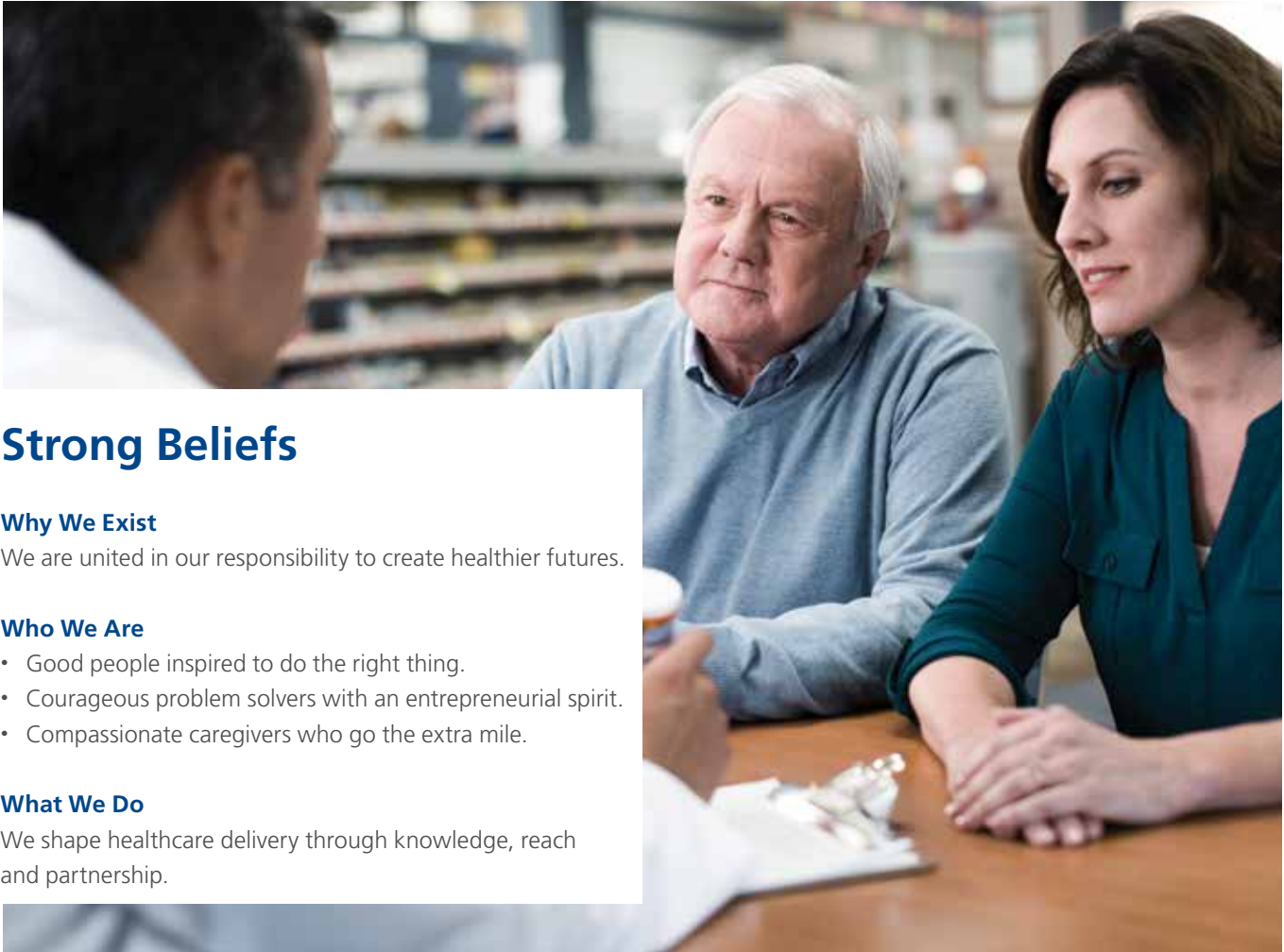
Our [Puerto Rico distribution center](#) was recognized by FM Global with the ["2019 Significant Progress Award."](#)

**Steve Collis**, was recognized by *CEO World Magazine* as one of the Best CEOs in the World in 2019 and was included in *Philadelphia Business Journal's* Power 100 list.

**Jenni Zilka**, SVP of *Good Neighbor Pharmacy*, was recently named to the 2019 *PharmaVOICE* 100 list.

**Kathy Gaddes**, Chief Compliance Officer, was nominated and selected as one of *Philadelphia Business Journal's* 2019 Women of Distinction.

**Umesh Yerram**, Chief Data Protection Officer, was named ISE Northeast's People's Choice Award Winner.



## 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.

### 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.

### 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.

### 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.

### 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.





## 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



### Inspired Associates

We are dedicated to engaging our associates and fostering a diverse and inclusive work environment.



### Sustainable Operations

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



### Healthy Communities

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 and Non-profits
- Customers and Potential Customers
- Suppliers
- Associates and Candidates
- Government and Municipalities
- 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 which is included in the appendix and within the report.

## Ethical and 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 over 100,000 hours of compliance and ethics training each year that grounds them and keeps them refreshed on our expectations and values. The number of training hours has increased from nearly 50,000 last year. In addition, 100 percent of associates acknowledge the Code of Ethics and Business Conduct.

### Associate Goals for Compliance

To further underscore the critical importance of compliance and ethics in our organization, each associate had a compliance goal this year tied to completing required training. These courses include Preventing Fraud and Abuse, Corporate Integrity Agreement and Code of Ethics.

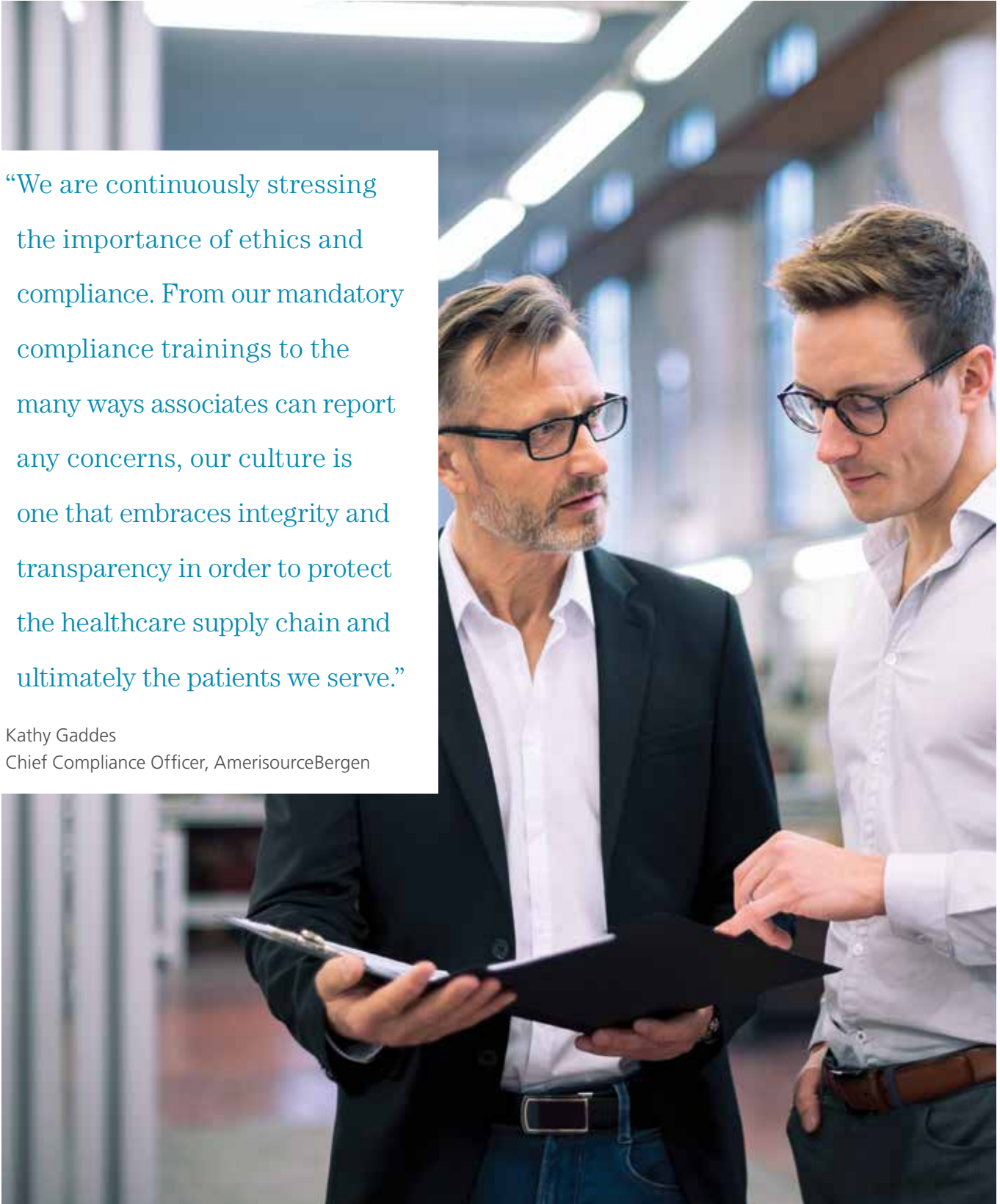
### Giving Employees a Voice

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 continuously stressing the importance of ethics and compliance. From our mandatory compliance trainings to the many ways associates can report any concerns, our culture is one that embraces integrity and transparency in order to protect the healthcare supply chain and ultimately the patients we serve.”

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 HIPAA 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. In the beginning of our 2020 fiscal year, a new board committee was developed for enterprise risk management and compliance.

18

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# 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 specifically 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 to best identify red flags and adhere to 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.

### Federal and State Advocacy

2019 has also been an important year for AmerisourceBergen's ongoing efforts to advance proactive policy solutions to help mitigate the opioid epidemic. Our work on Capitol Hill and in the states aligns with the company's operational and philanthropic





## 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 at every step of the supply chain—and even beyond the supply chain—we aim to supply resources, offer continuing education and grant funding to those who need it.



### DEA

The DEA, the Federal government's drug enforcement body, sets quotas for the number of controlled substances that manufacturers should develop



### Manufacturers

Manufacturers develop controlled substances that are bought by distributors



### Distributors

Distributors handle logistics and transport controlled substances based on prescriptions written by doctors and other healthcare providers



### Pharmacies

Pharmacies and hospitals place orders with distributors for controlled substances and dispense directly to consumers



### Doctors

Doctors prescribe medications (including controlled substances) for patients and send prescriptions to the pharmacy



### Patients

Patients go to doctors for medical care and treatment for health concerns

commitments to be a part of the solution to this crisis.

For the past several years, we have championed policy changes that enhance improved communication and collaboration between drug distributors and the DEA. We strongly supported the Substance Use-Disorder Prevention that Promotes Opioid Recovery and Treatment for Patients and Communities Act (SUPPORT Act), passed in 2018, which included AmerisourceBergen-supported policies enabling drug distributors to have access to de-identified ARCOS data in order to better identify and stop bad actors. The SUPPORT Act was a major accomplishment in Congress' ongoing efforts to address the epidemic, but we believe more can be done.

In 2019, our Government Affairs team, in collaboration with our drug distribution and diversion control experts, worked with bipartisan, bicameral members of Congress

to develop and advance legislation designed to move closer to real-time monitoring of controlled substance sales, which we believe would be a major breakthrough in efforts to identify suspicious orders before they are shipped. In October 2019, Senators Cory Gardner (R-CO) and Chris Coons (D-DE) along with Representatives Doris Matsui (D-CA), Bill Johnson (R-OH) and Greg Walden (R-OR) introduced The Suspicious Order Identification Act of 2019 which would, among other things, require the DEA to convene a task force to recommend the most effective program to share data and prevent diversion in real time. We also support policies to require e-prescribing of controlled substances, limiting initial opioid prescriptions to seven days or fewer and expanding safe medication disposal technology. We believe all sectors of the healthcare supply chain need to play a role in being a part of sensible state and federal legislative solutions.

### Diversion 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 as best we can for our role within the supply chain, including peer group comparisons, interquartile range analysis and real-time dashboards with comprehensive ordering and customer information.



## AmerisourceBergen's Role in Stopping Diversion of Controlled Substances

### What types of medication does AmerisourceBergen distribute?

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

### 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 Schedule II and required Schedule III controlled substance orders to DEA's ARCOS database
- Utilizing technology to identify questionable orders and pharmacies and declining service to pharmacies that exhibit red flag ordering behavior
- Working only with DEA-registered and State-licensed pharmacies
- Substantial and/or comprehensive physical security controls and operational requirements

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### Recent ARCOS Changes

We only have been aware of the products 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.

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. The diversion control team reevaluates all facets of the program at least once per year.

### **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.

Since program inception, the Foundation has distributed nearly 1.2 million drug deactivation kits to more than 250 organizations in every state 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 the University of Hawaii with drug deactivation resources as well as an Opioid Resource Grant. The grant helps fund The Opioid and Medication Education and Disposal project designed to educate the public on why it's important to safely dispose of unused medications. Student pharmacists attend health fairs and also visit senior centers to distribute educational materials and teach the seniors how to use Dispose Rx destruction packets.

#### **Opioid Resource Grant Program**

Our largest initiative this year was the continuation 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 External Advisory Committees (EAC) comprised of key stakeholders.

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.

The Foundation has received hundreds of letters of intent from not-for-profit organizations seeking support for opioid-related initiatives and the program has provided nearly \$6M in grants and in-kind donations.

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 2019 included:

- National Recreation and Park Association
- RIZE Massachusetts
- Camden Coalition of Healthcare Providers
- Medical Advocacy and Outreach

**Eluna**

The AmerisourceBergen Foundation continues to work closely with Eluna through its community program in Philadelphia’s Kensington neighborhood that serves those who have been impacted by a family member’s substance use disorder. The partnership 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 the continuation of our grant with Eluna.

**U.S. Chamber of Commerce Foundation**

The AmerisourceBergen Foundation and the Chamber Foundation supported the Chamber’s Sharing Solutions, an online resource to help the business community, including small to midsize businesses, combat the opioid crisis and address prescription drug misuse among their employees and families. In addition to employer resources, Sharing Solutions offers best practices to address the crisis by changing business processes and increasing employee

and community engagement. The site launch included a campaign featuring a notable substance abuse expert and a tour of 10 of the most impacted communities, offering workshops and broader community education.

**CADCA**

Community Anti-Drug Coalitions of America (CADCA) is a non-profit focused on creating and maintaining safe, healthy and drug-free communities globally. The AmerisourceBergen Foundation provided a grant to support CADCA in developing a new education module. The module is part of CADCA’s successful Youth Leadership curriculum, which prepares youth to act as advocates by providing foundational knowledge



**The AmerisourceBergen Foundation: Stepping In and Stepping Up**

250+

Organizations supported through the Safe Disposal Support Program since program inception

Nearly

1.2 million

Drug deactivation resources donated through the Safe Disposal Support Program since program inception



to take action on the safe disposal of medications within their communities and on social media. The safe disposal trainings have reached youth members at CADCA's National Leadership Forum, Mid-Year Training Institute and local trainings across the country.

### Industry Collaboration

AmerisourceBergen also continues to collaborate with aligned coalitions and stakeholder organizations committed to helping end the opioid crisis in DC and across the country. In 2019, we continued our chairmanship of the Collaborative for Effective Prescription Opioid Policies (CEPOP) Anti-Diversion Industry Working Group, which is tasked with developing safe disposal and anti-diversion policies.

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 at the forefront of ensuring that the distribution of opioids in the U.S. remains as safe and secure as possible. We are also members of National Association of Drug Diversion Investigators (NADDI)

made up of state, local, federal, and private drug diversion investigators. In addition, we work with Allied Against Opioid Abuse through the Healthcare Distribution Alliance.

We are continuously working to identify and explore innovative ideas to combat the crisis via multiple internal cross-functional working groups to help coordinate these efforts across the enterprise.

### 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



## 50 states

Drug deactivation resources donated across every state

## \$6 million

Total amount of grants and in-kind donations related to prescription drug safety initiatives provided by the Foundation in 2019



our addiction education, we offered safe disposal kits to our associates. The AmerisourceBergen Foundation provided several thousand disposal units to associates.

We expanded access to the Opioid Assistance Pilot Program to all full-time associates and their dependents enrolled in a company-sponsored medical plan in Texas, South Carolina, North Carolina and Pennsylvania. The Opioid Assistance Pilot Program provides educational resources and clinical support to raise awareness of alternative treatments to opioid utilization, encourages safe use of these medications when an opioid is prescribed and ensures there is an adequate network of providers for those who need treatment. Eligible associates and their dependents also have access to a free, digital toolkit that provides additional information about the risks and side effects of opioid misuse and information on how to safely dispose of opioids that may already be in their home.

### Board Governance

AmerisourceBergen is striving to advance 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. In the beginning of our 2020 fiscal year, a new board committee was developed for enterprise risk management and compliance.

During FY19, the company had ongoing litigation related to opioids. In response to interest in this issue among our wider stakeholders and users of this report, we have also updated a stand-alone opioid report with additional information which can be found on our website. In addition, we refer readers to pages 74-75 of our 10K filing of FY19, which provides a more detailed overview of the litigation status at FY19 year end as well as a press release available in the newsroom of our website.





### The Opioid Assistance Pilot Program

The Opioid Assistance Pilot Program focuses on several key components, including:

- Limiting prescription size for new/acute opioid prescriptions
- Identifying specific procedures likely to utilize pain medication
- Providing the services of a Care Coordinator to discuss the procedure and associated pain expectations
- Establishing pain management protocol for select, eligible procedures
- Encouraging patients to consider alternatives to opioids
- Providing enhanced medical benefits from the healthcare plan and an increased number of covered therapeutic treatments for patients who engage in the Program
- Assisting with access to quality treatment providers and facilities for substance use disorder



The background of the page is a close-up photograph of fern fronds. The fronds are a vibrant green color and are set against a dark, almost black background. The lighting creates a strong contrast, highlighting the fine, parallel veins of the fronds. The fronds are arranged in a way that creates a sense of depth and movement, with some fronds in the foreground and others receding into the background.

28

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Inspired  
Associates



# Inspired Associates

**At AmerisourceBergen, we believe in putting people first. The rest will follow.**

We strive to provide a safe, supportive work environment where associates can be authentic and share their unique perspectives. We continuously work to ensure associates have clear pathways for career development, have access to programs and benefits that allow them to live fuller, healthier lives and can participate in the community in ways that inspire and celebrate individuality.



## Benefits

We introduced a new paid parental leave policy to better meet the needs of families.



## Diversity & Inclusion

Honored for the third year in a row as a “Noteworthy Company” by DiversityInc.



## Supplier Diversity

Continued to partner with Abilities First, an organization that helps people with disabilities attain independence through meaningful employment.



## Safety

Our Denver distribution center celebrated more than 600 days injury free and received the AmerisourceBergen Distribution Excellence Award.

## Benefits of Being an Associate

AmeriSourceBergen can only have success if our 22,000 associates enjoy a positive work environment where they can thrive with purpose and passion.

We are committed to enhancing our resources and benefits to enable a high-performance culture and to support our associates' ability to live with purpose, every day. 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, commuter benefits, tobacco cessation support, medical coverage for same sex partners and domestic partnerships, and vacation, holiday and paid time off to be used at the associate's 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. And our newly launched myCommunityImpact allows associates to amplify their commitment through the Matching Gifts and Dollars for Doers programs.

To support working families, we offer paid parental leave. Our medical plan covers fertility services. We also provide benefits to better support the needs of dependents on the autism spectrum.

The health and wellness of our associates continues to be a top priority. myWellbeing is a program to help associates understand and better maintain their health by offering a range of resources designed to support individual wellness goals. The program offers numerous fitness and wellness challenges, allowing participants to



earn points towards a reduction in health insurance premium costs the following year. In April, associates took part in a Step Challenge, with one winning associate logging more than 1.1 million steps that month.

We also ensure associates receive the recognition they deserve for driving excellence. In addition to the annual Pursuit of Purpose awards, our True Blue program is available at any time and enables associates to recognize each other for achievements in living our guiding principles day to day.

“We are proud to offer a paid parental leave benefit.

Caring for our associates and their families is key to living our purpose of creating healthier futures.”

Silvana Battaglia

EVP and Chief Human Resources Officer

### Celebrating our POP Stars

Our annual Pursuit of Purpose (POP) awards uphold our purpose-driven culture, enabling peer-to-peer recognition of colleagues who exemplify our purpose and guiding principles in their contributions to the company. Associates can be nominated for executing a program that results in significant business outcomes; developing a major improvement or innovation; delivering extraordinary customer service; or displaying integrity, passion and respect for all individuals. This year, we recognized approximately 100 individuals, who received a generous monetary award for their efforts.



## Professional Growth and Development

We invest in and empower our associates to realize their highest potential.

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, specialized training events and conferences to support their professional growth.

AmerisourceBergen focuses 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.

During our annual talent review process, all associates partner with their

manager to develop a personalized development plan which outlines specific focus areas and action plans.

At AmerisourceBergen we believe developing strong leaders is critical. We offer a wide variety of leadership development learning courses for associates in all phases of their career. From giving feedback, to influencing without authority and leading in a matrixed organization, we continue to evolve the learning programs we offer so they support the dynamic needs of our associates.

## Tuition Assistance

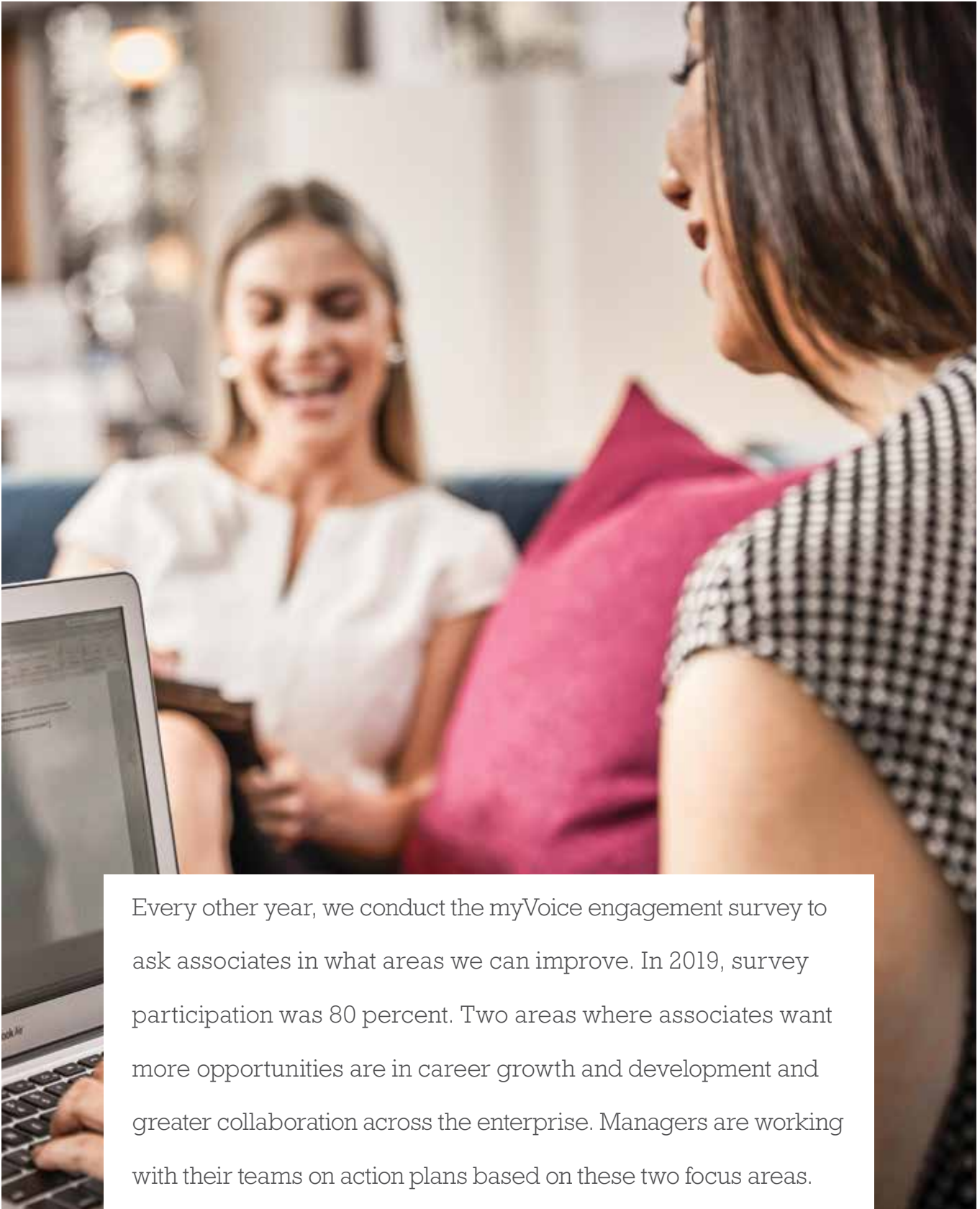
To further enhance associates' talent development, we provide tuition assistance to eligible associates. In 2019, nearly 800 associates benefited from this program.

We also award both need and merit-based scholarships to children

of associates through our relaunched AmerisourceBergen Foundation Scholarship program. We are annually offering four \$10,000 scholarships for students attending a 4-year college in the U.S. or Canada and up to four \$5,000 scholarships for students attending community college or vocational technical school.







Every other year, we conduct the myVoice engagement survey to ask associates in what areas we can improve. In 2019, survey participation was 80 percent. Two areas where associates want more opportunities are in career growth and development and greater collaboration across the enterprise. Managers are working with their teams on action plans based on these two focus areas.





## Diversity, Inclusion and 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 56 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. Additionally, our Executive Management Committee is made up of 43 percent 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 offer D&I and unconscious bias training for all associates. We are also taking a more deliberate approach to interviewing by incorporating a scorecard so that diversity is represented in both the applicant

pool and throughout the interview process, so that different perspectives, backgrounds and experiences are represented in every step of the hiring journey.

Our management and Board of Directors receive regular diversity and inclusion updates to ensure our progress. In 2019, the company had numerous accomplishments: For the second year in a row, the company was

awarded a perfect score of 100 percent by the Human Rights Campaign on its annual Corporate Equality Index (CEI) and recognized as a Best Place to Work for LGBT Equality. We were also honored for the third 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.



**Hannah M. Smith, Pharm.D.**  
Topeka Pharmacy, Topeka, IN

In honor of Women Pharmacist Day, we asked one of our *Good Neighbor Pharmacy* pharmacists for her advice and insights.

"I serve in multiple advanced roles at Topeka Pharmacy, each providing a new opportunity to support and empower other women. Most learners, especially women, are smart and capable, but often lack confidence. I focus on their strengths and empower them to utilize those strengths to accomplish their goals. I am forever telling my students that their personal and professional goals are important and achievable. I'd like to encourage all women in pharmacy by saying that you are capable of being the change-maker. No matter your role, you can lead the healthcare team towards a greater future; one where women in pharmacy fulfill a great need for our overwhelmed healthcare system by serving as providers and improving patient outcomes."

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

## Advocates in the Community

In 2019, our associates showed their support for many organizations and events in the community that celebrated diversity and issues close to their hearts, including:



### Black History Month

AmerisourceBergen's Black Leadership Council hosted TED Talk conversations in multiple offices to reinforce the importance of being "color brave versus color blind" and how speaking openly about race makes for better businesses and a better society.

### International Women's Day

We celebrated International Women's Day in numerous ways, including hosting panel discussions on gender diversity, holding a clothing drive for Dress for Success and inviting non-profits, including the Girl Scouts and National Breast Cancer Foundation, to share volunteer opportunities with associates.



### LGBT History Month

LGBTAllies Employee Resource Group hosted a membership drive and encouraged associates to wear purple on Spirit Day, an annual opportunity for allies to speak out against bullying and stand with LGBTQ youth. In June, which is Pride Month, they also participated in parades around the country.



## Employee Business Resource Groups

Our culture empowers 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

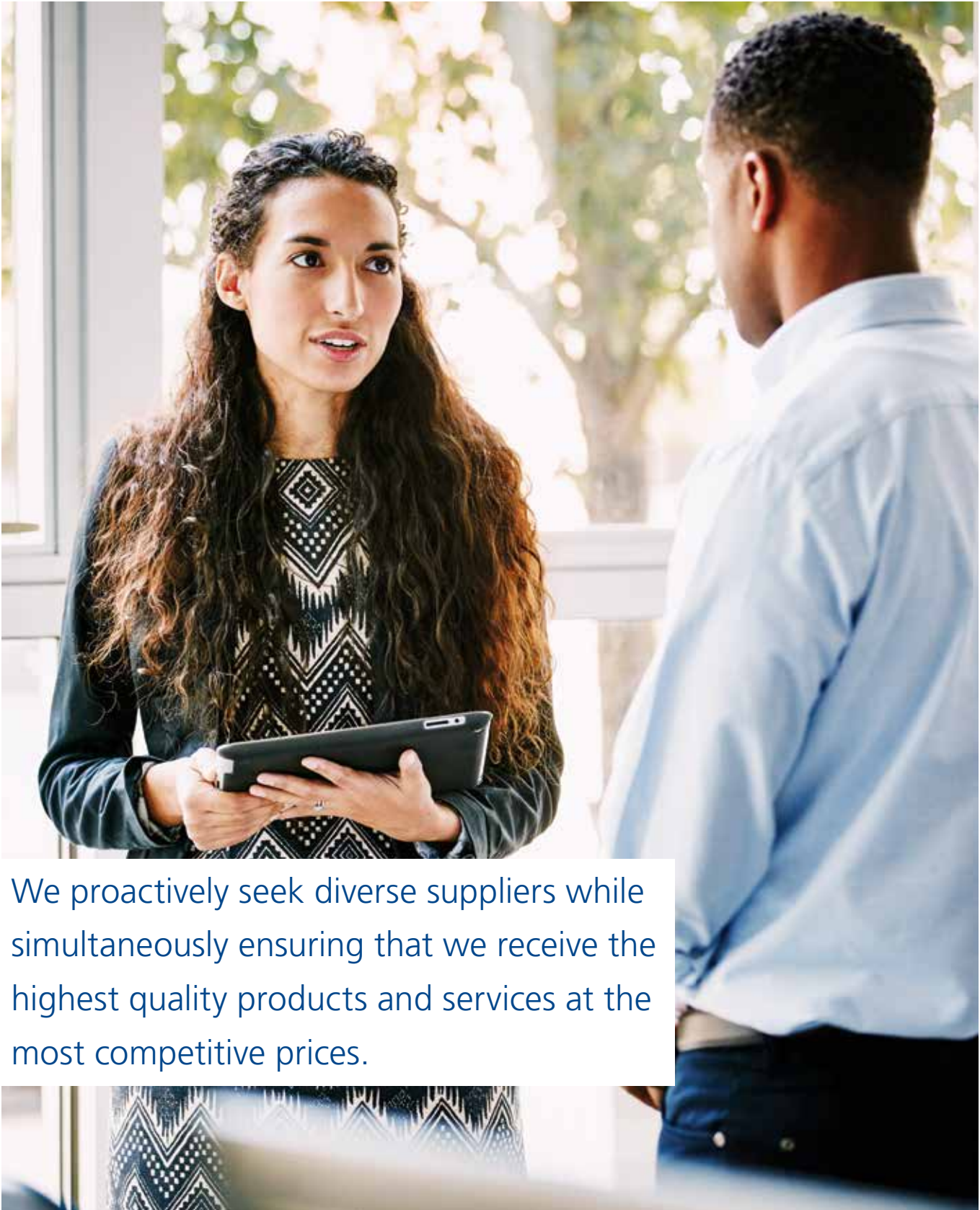
deeper dialogue with company leaders who serve on the Governance Committee to explore an array of topics, initiatives and outcomes important to advancing women's leadership, and deepened networking opportunities.

- **Veterans in Action** actively supports AmerisourceBergen's efforts to recruit and provide ongoing support, guidance and opportunities for members of the military community.
- **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.

- **BOND** (Black Organization for Networking & Development), an evolution of our Black Leadership Council, is focused on driving efforts to enhance the associate experience for our black associates and their allies.
- **The Emerging Professionals Network** was created in 2019 to positively influence the professional development and career advancement journey of our emerging workforce. We have a passion to inspire, support and empower our associates, and we are committed to fostering an inclusive, understanding culture for all.





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



## 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. 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.

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.



### Partnering with Abilities First

We partner with Abilities First, an organization that helps people with disabilities attain independence through meaningful employment by working with employers to assist individuals in assessing vocational interest, exploring work opportunities and offering skills training to aid in their success.

At the AmerisourceBergen Distribution Center in Newburgh, New York, we provide coaching and job training to 12 people in the program as they clean and de-ice totes. We were recognized with the Henry G. Page, Jr. Business Leadership Award for our dedication, interest, and cooperation in providing job opportunities to our neighbors with disabilities through this partnership.



## Workplace Safety

Our relentless focus on the safety of all associates is ingrained in everything we do. Safety begins with assuring our facilities and the business activities within them are engineered to the highest standard. AmerisourceBergen commits millions of dollars annually to update or replace outdated buildings and equipment. Jobs within the distribution centers are designed, monitored and measured to assure they are both safe and efficient. Many positions are supported or enhanced by “state of the art” automation that limits exposure to accidents and injuries historically found in warehousing and distribution environments.

Our National Safety Committee meets quarterly to drive safe work practices within the distribution network. The Committee reviews and evaluates data on incidents to implement measures that can prevent future accidents, advises local safety committees, shares best practices and issues monthly

“At AmerisourceBergen, safety is an integral part of our day-to-day culture. Our facilities are designed, engineered and maintained with loss prevention in mind. Within the workplace, accident prevention and safe work practices are reinforced. We strive to assure the safety of our associates and facilities so that, in turn, AmerisourceBergen can assure the continued safe, secure flow of pharmaceutical products to our customers and their patients. Safety is an integral part of our mission to create healthier futures.”

Woody Hope  
Vice President, Risk Management

reporting in the form of operational excellence scorecards. We also utilize a peer-to-peer safety program, enabling associates to submit observation cards to recognize colleagues for working safely (and also for behaviors that violate safety protocols) in the DC’s. We’ve seen increased participation year-over-year, with several DC’s at a 90 percent or greater program participation rate.

While the committee and observation program apply to our distribution network, we plan to extend the program to other business groups within AmerisourceBergen.

All distribution center associates receive training on proper safety procedures, feedback mechanisms and incentive opportunities, with safety performance tracked and shared across

the organization. The emphasis on maintaining a safe work environment is meaningful and effective. For example, our Denver Distribution Center currently has more than 600 injury-free days and received the AmerisourceBergen Distribution Excellence Award.

For associates in the maintenance roles, we partnered with a safety company that is the leader in maintenance, safety and operator training. We enhanced the safety of our entire organization by pairing associates' online technical training and safety programs with deeper professional resources in the technical aspects of maintenance, including automation controls.

All of the above is in the context of a continuing, years-long emphasis on occupational safety and accident prevention, which is yielding measurable success. In 2019, our total incident rate for occupational injuries was 2.20, a 6 percent improvement over the prior year, and our incident rate\* for case requiring time away from work was 1.8, a 5 percent improvement over the prior year. In addition, AmerisourceBergen's primary workers' compensation rating factor improved by 7 percent to 0.97, indicating both improvement and better-than-expected experience with regard to the frequency and severity of occupational injuries.

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. In addition, we encourage associate participation in the enterprise's health and wellness offerings, such as incentives for maintaining a tobacco-free lifestyle, and the myWell-being program, which provides numerous resources to support individual wellness goals.



### Helping Employees Return to Wellness and Work

When an associate has an occupational injury, we have a defined process to support getting them back to full health, wellness and work. We partner with Transition2Work, an organization that pairs the associate with local non-profits where they can volunteer at full pay from AmerisourceBergen while transitioning back to regular employment at AmerisourceBergen. This allows the injured associate to be productive and may alleviate financial hardship until they are medically cleared to return to work. Our Associates were able to contribute more than 5,200 hours in 2019 with non-profits including Landmark Training Development Company, Goodwill, Bethesda Thrift Shop, and Hillcrest Hope Thrift Store, among others.

\*The OSHA Recordable Incident Rate (or Incident Rate) is calculated by multiplying the number of recordable cases by 200,000, and then dividing that number by the number of labor hours at the company; data is for U.S. operations only.



40

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# Sustainable Operations



# Sustainable Operations

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 have undertaken several efficiency initiatives, including LED retrofits, LEED certifications and others across our businesses to reduce our footprint and increase the efficiency of our operations.

## Renewable Energy

We have completed construction on a roof top solar project at our Phoenix DC and broke ground on another 2.27 MW capacity on-site PPA project in Sacramento. We are assessing future opportunities to expand our on-site renewable portfolio.

## Packaging Optimization

We introduced a new cold chain shipping solution that not only provides greater reliability, but also reduces waste and utilizes sustainable materials.

## Quality and Environmental Management

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

## Waste and Recycling

We partnered with a waste solutions company to streamline and optimize our waste management and identify efficiency opportunities.

## Climate Adaptation

We believe that understanding and mitigating for the physical risks to our operations is crucial in protecting our business and the environment. We are committed to addressing the climate risks that impact our businesses and the communities we live in.



## Energy Management and Sustainability

Energy management is critical to sustainability and an area of continuous improvement at AmerisourceBergen. It also delivers instant value for our stakeholders. In 2019, 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 strive to 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 in FY18, Scope 1 emissions of 37,476.78 metric tonnes CO<sub>2</sub>e and Scope 2 emissions of 90,089.28 metric tonnes. Additionally, we reported our organization's total energy consumption at 356,249.73 MWh—comprised of 190,109.05 MWh of electricity, 8,229 MWh of purchased RECs and 157,911.68 MWh fuel consumption. 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 in the appendix of this report.

We regularly assess our locations for opportunities to continuously improve the efficiency of our operations. For example:

- In our Orlando Distribution Center, we partnered with an energy optimization company that provides numerous services and solutions, to help us understand how we could optimize the efficiency of our facility and improve the associate experience. A **LED lighting project** was implemented with an estimated 64.5 percent annual reduction opportunity in lighting costs from energy use alone. We plan to assess opportunities at our other locations to utilize this money-saving service across the enterprise.
- In 2019, we completed construction of an on-site, **roof top solar PV system** at our new Phoenix

Distribution Center. The system is estimated to generate approximately 2 million kWh of electricity annually and more than 67 million kWh over its estimated 35-year lifespan.

Based on current usage, this solar PV system will supply the Phoenix DC with nearly 50 percent of its electricity needs.

- Lash Group received its second **LEED® CI Gold certification** for their second facility at Kingsley Park in Fort Mill, South Carolina. Achievements in sustainability included re-using 30 percent of existing office furniture; lighting strategies resulting in a 54.46 percent reduction in lighting usage; and a waste diversion rate of 92.23 percent. In addition, the building was named a finalist in the 2019 U.S. Green Building Council North Carolina Sustainable Business Awards.
- World Courier was once again certified to the **ISO 9001 standard** for quality management and **ISO 14001 standard** for environmental management.

## 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 newest LEED Gold facility, Kingsley Park II, in Fort Mill, South Carolina, we set goals for water use reduction using the LEED credit targets as a guide. Our efforts resulted in a 42.87 percent reduction in water use.



## Evolving Strategies in a Changing Climate

As connectors between those who create and those who prescribe and dispense medication, AmerisourceBergen has a critical responsibility to guarantee patients have access to vital medications and products. Climate change is having a serious effect on the environment, and it's impacting every aspect of our ability to fulfill our purpose. At AmerisourceBergen, we are taking bold steps to address climate issues; strengthen our environmental stewardship to lessen the risks; and ensure we can safely and efficiently deliver lifesaving medication to our patients.

While at one time strategies that focused on climate mitigation through operational efficiencies were sufficient, the new reality is we must focus on adaptation strategies, including those that address social impacts and the risks to physical assets. We have shifted our focus to a robust adaptation program while continuing to seek efficiency opportunities. Here are some highlights of recent actions we have taken:

- We have engaged a third-party for climate-related planning to prepare for the realities of increased temperatures and more frequent and intense weather events and assess supply chain risks and opportunities related to climate change mitigation and adaptation.
- We are strategic in locating our distribution centers in geographic areas not at risk for major storms and have designed a network that provides a backup to each distribution center to support our business continuity planning and our ability to continue to serve our health systems, customers and their patients during natural disasters and climate-related events.
- We developed a new strategy with the AmerisourceBergen Foundation around disaster response to partner with Healthcare Ready, an organization that works with governments, non-profits and medical supply chains to build and enhance the resiliency of communities before, during and after disasters.



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“At AmerisourceBergen, we play a crucial role in delivering lifesaving medications, no matter what. It is our goal to continue to live up to our expectations, which means addressing climate change and its impact on carrying out our purpose.”

Susan Lorenz-Fisher  
VP, Corporate Citizenship  
AmerisourceBergen





## Building for the Future

Our commitment to creating healthier futures extends far beyond our customers and patients. It also inspired the plans for our new campus in Carrollton, Texas where we focused on sustainability, preservation of the surrounding landscape and unique amenities that would positively impact our associates' wellbeing.

In 2019, we opened the doors to our 300,000 square foot, state-of-the-art facility situated on 16 acres, welcoming 3,000 associates to their new office space. We received a LEED Silver Certification for our approach to green building standards, which included installing high-efficiency, low-flush plumbing fixtures to reduce potable water consumption by 35 percent; implementing an enhanced waste program to better dispose of batteries and similar items; and using low-emitting

furniture and construction materials to reduce indoor air pollution.

Reinforcing our goals to promote associate wellness, recreation, collaboration and environmental awareness, a walking trail connects associates to the natural beauty of the landscape. The campus also features a Community and Serenity Garden, where a team of more than 70 associates oversees planting and weeding. Additionally, the garden provides seating, offering associates a quiet place in nature where they can take a break.




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**“The new AmerisourceBergen Carrollton campus exemplifies our emphasis on creating healthier futures.”**

Todd Myers  
Director, Workplace Services  
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. We work with all of our partners in the fleet management companies and couriers who deliver our inventory optimize routes to reduce miles driven and GHG emissions. Across our business units, we constantly look for opportunities to enhance the efficiency and reliability of transportation, such as:

- Partnering with UPS® to identify opportunities to deploy its Flight Forward drones to transport certain pharmaceuticals, supplies and records to qualifying medical campuses we serve across the United States. By utilizing drone delivery, we can avoid roadway delays, increase medical distribution efficiency, lower costs and improve the patient experience with quicker access to critical medicines and potentially life-saving benefits.
- Evaluating a new delivery tracking app to eliminate the complexity of integrating data from various carriers' tech platforms with AmerisourceBergen's, which led to a lack of visibility and delayed updates. This new application provides a single platform for all delivery transactions and improves visibility into delivery events, supports GPS tracking of final mile, customer notifications and reverse logistics tracking.
- Piloting a project with our courier in Georgia to optimize their delivery network. The optimization includes our deliveries as well as their other customers' with the goal to cut expenses by reducing routes and miles driven. Using a new technology platform to analyze various scenarios, we have been able to reduce approximately 1,000 daily miles driven over 86 routes. We are planning to expand this effort to additional carriers in 2020.
- When not prohibited by contractual agreements, all of our business units select transport companies that are U.S. Environmental Protection Agency (EPA) SmartWay Partners.

### Winning with Green Energy

World Courier has switched from diesel to electric vehicles as part of the launch of the Zero Emission Electric Vehicle (ZEEV) program, piloted in Frankfurt, Germany starting in June 2019. World Courier's first IVECO daily electric vehicle emits zero emissions, and this new initiative is expected to save approximately 29 metric tons of CO2 emissions annually. The vehicle will be charged with green energy

only, as the World Courier Frankfurt office is a 100 percent green energy office. The initiative forms part of World Courier's wider efforts in line with ISO 14001 — the international standard for Environmental Management Systems — to lower our carbon footprint and increase sustainability. In addition to the ZEEV program, World Courier has been focusing on other energy efficient projects, including oil and gas consumption in offices; energy-efficient lighting; lower impact refrigerants in HVAC systems; and more cost-effective, lighter packaging solutions.



## Recycling and 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 innovative, strategic steps as well as pragmatic smaller steps to create a more sustainable footprint.

In most of our offices worldwide, we cut paper waste and look for opportunities to utilize digital communications as an alternative. We also expanded our recycling program, resulting in:

- Pallet recycling – 345,607 pallets, 4,859.7 metric tons
- Tote recycling – 59.4 metric tons
- Electronics recycling – 192.6 metric tons of electronics recycled or reused.

In addition, AmerisourceBergen is committed to operating in full compliance with all local, state and federal

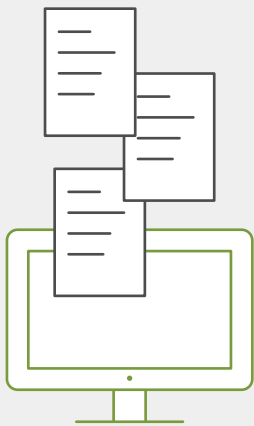
laws and regulations by partnering with a regulated waste disposal company to ensure safe and proper disposal of all hazardous waste. In 2019, we disposed of approximately 86 metric tons of hazardous waste and 637 metric tons of non-hazardous product waste.<sup>1</sup>

Our enterprise-wide strategies and programs encourage associates across our network to reduce the amount of waste we send to the landfill. In our Denver, Colorado Distribution Center, associates reviewed waste and recycling practices to identify ways to drive efficiencies. The site is now recycling almost all of its polystyrene and cardboard, which has reduced the frequency of waste hauling and its associated costs. A year into its recycling program, our Puerto Rico Distribution Center has significantly reduced waste disposal costs. The site is recycling almost all of its cardboard and is planning to expand to plastics and aluminum.



### A Smarter Path to Waste Reduction

AmerisourceBergen is partnering with a waste management solutions company who will deliver integrated solutions to centralize, streamline and manage our waste and recycling practices across the country. Under their guidance, we can identify more efficiencies, drive process improvement, have a better understanding of how much waste is generated in each location and work overall to reduce waste and increase recycling opportunities.



### Going Paperless with a Purpose

Lessening our impact on the environment is a value we share with many of our customers. To save paper while improving the delivery experience for customers, we launched a new initiative in Richmond, Virginia to replace Driver Ready Packs (DRPs)—paper copies of invoices, credit documents, recall notifications, return authorizations and marketing flyers—with electronic invoice packets (ePack). We are continuing to gather customer feedback as we move forward to make sure we are meeting the needs of all of our customers and how they want to receive this paperwork.

DRPs are costly to print and can cause delivery departure delays because couriers must wait for the papers to finish printing before departing. By switching to ePacks, we can increase the speed at which important documents are delivered to customers, reducing our environmental footprint and enhancing the overall customer experience. We estimate that transitioning to ePacks in our DCs will decrease our paper consumption by close to 300 metric tons of paper after fully deploying this initiative.

<sup>1</sup> This metric represents all hazardous and non-hazardous product waste sent to our regulated waste disposal partner for a majority of our Distribution Centers in the US.



## Supply Chain

AmerisourceBergen's commitment to healthier futures begins at the first point a product enters the supply chain. That is 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 alternative 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. One example is the use of a third-party supply chain risk management tool to assess the stability of our generics supply chain.

Our National Distribution Center (NDC) 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.

### Sustainable Packaging Innovations

Corporations, restaurants, retailers and consumers have all joined the movement to reduce or eliminate the use of single-use plastics due to their negative impacts on the environment. AmerisourceBergen is similarly committed to removing single-use, petroleum-based materials like plastics and polystyrene foam from our operations and sourcing options that are more ecologically conscious. Here are some examples of how we are replacing plastics with better alternatives:

- In select DCs, we are piloting a plastic bubble wrap alternative. The alternative is a recyclable paper product that expands to a 3D honeycomb structure providing extra protection, while taking up less space. It does not require glue or tape and is less likely to damage the product it is protecting.
- Over the last year, we have been transitioning our cold chain shippers to more environmentally friendly packaging options that create less waste. We replaced standard ice packs with phase change material pillows which are made from a non-toxic, plant-based refrigerant, making them safer to dispose of at

the end of their lifecycle, which is longer than those of water-based gel packs. The pillows are reusable and hold their temperature for up to 24 hours, protecting refrigerated products during transport. The totes used to transport the product are also reusable.

- One of our specialty pharmacies is utilizing a new product, which features a natural fiber padding that is inserted into a cardboard box. The insert can be reused or recycled. We provide educational materials on the new packaging for our customers outlining the new product, how to reuse or recycle it and its benefits. Overall responses have been very positive. Testing is underway by a third party to compare its functionality and performance against polystyrene foam.
- We have 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.



## 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 is also embedded in the AmerisourceBergen Code of Ethics and Business Conduct and exemplified in our Supplier Statement, 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. Please see our Supply Chain section for more details on our Sustainable Packaging Innovations.



## Product Safety and 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.

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. Currently we are leading the effort on technology solutions that will verify serial numbers on pharmaceutical products as part of the DSCSA regulatory requirement.

## Disaster Response and 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.

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.

During natural disasters, we leverage our network of distribution centers, couriers and associates to safeguard healthcare providers—particularly hospitals—and ensure that they can maintain access to critical pharmaceutical products.

In addition to securing the supply

chain, we often partner with local agencies to coordinate donations and the distribution of supplies to benefit both humans and animals in need in the aftermath of a disaster. In 2019, AmerisourceBergen sent donations to numerous organizations to provide necessary support to those impacted by Hurricane Dorian in the Bahamas.

Just as we ensure our operations are ready in advance of severe weather, we also help our associates prepare. With hurricane season active in the U.S. from June to October, and an increase in recent years in wildfires and other natural disasters, we developed the Associate Preparedness and Response Guidebook to help our associates prepare themselves and their families for weather-related events before they occur.

The guidebook is a downloadable, online reference guide containing critical information and offering step-by-step preparation tips prior to, during,

and after a hurricane, blizzard or other weather event, including what items to pack in an emergency kit and how to get ready for mandatory evacuations. The guide also contains the contact information for local services and agencies as well as how to get financial help or other assistance from AmerisourceBergen if impacted by an event.



### Everyday Hero: Going Above and Beyond for an Animal Health Customer

When a tornado severely damaged operations at one of our animal health customer's feed yards near Ellinwood, Kansas, 30,000 beef cattle were left unfed. These animals typically eat about 30 pounds of food per head daily.

"The customer's first reaction was to call Steve K., Supervisor, Pro-Control Automation Systems, because he has built such a good relationship with them," said Steven G., Product Manager, Pro Control Automation. Steve K. has been with Micro Technologies for six and a half years, driving customer satisfaction in his role. "They called Steve K. because they trust him and know he'll always help, even though he'd been on the road the previous two weeks and had a busy on-call weekend."

Steve K. immediately headed to the feed yard to assess the damage and outline a plan. He helped the customer produce feed sheets and made changes to facilitate producing the feed on trucks instead of in the mill, which he personally oversaw the next morning. As a result, the animals were fed on time with a minimal amount of stress to the customer.





## Sustainable Food Production

As a distributor of almost every medicine available to treat companion and production animals, AmerisourceBergen 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 United Veterinary Service Association (UVSA), 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. The Food and Agriculture Division of the United Nations predicts that world meat production will double by 2050. Similar demands are expected for dairy production. This poses a unique challenge to current production models and creates significant room for improvement. Micro Technologies took an active role in 2019 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 have on the land and on water consumption.

Micro Technologies 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 are collaborating to help caretakers raise wholesome food products. Collectively, we are dedicated to working together across the many areas of our industry to maximize resources and improve healthcare.

We are also taking steps to address food insecurity by partnering with Snack Pak 4 Kids, which was established to combat the hunger many school-aged children experience over the weekend. Micro Technologies associates volunteered throughout the 2019 school year packing thousands of bags of healthy brand-name snacks, which were delivered to participating schools and placed in students' backpacks to be taken home on Fridays. Snack Pak 4 Kids serves more than 10,000 kids in 51 school districts ensuring more children come to school on Mondays fed and prepared to learn.

## Inspiring Future Leaders

Globalization, regulatory impact and consumer concerns are having a tremendous impact on the sustainability of the Agriculture, Food and Natural Resource Value-Chain. To meet the sustainable food production needs of our growing global population, we need a new generation of talent and leadership.

AmerisourceBergen partners with the National FFA Organization to ensure we cultivate that talent by supporting their school-based agricultural education model, which offers training necessary for students to be successful in the areas of STEM (Science, Technology, Engineering and Mathematics) within agriculture as well as other fields of study.

Funds provide opportunities for students creating their Supervised Agricultural Experience (SAE). Through an SAE program, students take the information they learned in the classroom and apply it in real-world work and entrepreneurial settings. Our FFA partnership provides opportunities for students to solve issues related to human and animal health in their communities across the country.



Photo courtesy of The National FFA Organization



Photo courtesy of The National FFA Organization



52

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# 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, prescription drug safety and animal health.





## Healthier Giving

Corporate contributions and product donations are vital tools that can accelerate impact across our numerous communities. In FY19, we provided nearly \$2 million in financial contributions to community-based organizations.

### Giving for Wellness

Since 1993, MWI Animal Health has participated in Boise, Idaho's FitOne Road Race and Expo, which benefits Boise's St. Luke's Children's Hospital. In addition to sponsoring and promoting participation in the race, MWI associates organized a walking club at the office to encourage exercising during work breaks.

### Giving Products

AmerisourceBergen companies provided more than \$9 million in over-the-counter product donations to organizations such as Feeding America, AmeriCares and Kingsway. This number increased in FY19 from the prior year's number of \$4 million. Our donation of excess inventory has provided the opportunity for medical teams to dispense medications to underserved populations in need while also providing critical resources to parts of the world impacted by natural disasters.

## Product Donation Success

Since 2005, AmerisourceBergen has been a dedicated partner of AmeriCares, a health-focused relief and development organization that saves lives and improves health for people affected by poverty or disaster. Each year, the AmerisourceBergen Foundation commits \$100,000 to the AmeriCares Emergency Response Partner Program to support its ongoing preparedness, response and recovery efforts in the U.S. and around the world.

This past year, more than \$30,000 in product was donated directly to AmeriCares for hurricane-relief efforts in the Bahamas and other emergencies. In 2019, AmerisourceBergen's support helped AmeriCares increase access to medicines and medical supplies for more than 500,000 beneficiaries.

Additionally, AmerisourceBergen last year began a two-year grant program with AmeriCares. Funding equips health practitioners serving low-income and uninsured patients with mental health first aid training, including special skills related to substance use disorders. The program also provides training for health care providers at free and charitable clinics treating patients with behavioral health conditions.



## 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 Big Brothers Big Sisters Independence Region; 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, Central Pennsylvania Scholarship Fund and Greater Philadelphia Association for Recovery Education, were awarded with scholarships for those with financial and special needs.







### Leading with Heart

American Cancer Society CEOs Against Cancer® unites leaders from the world's top companies to change the course of cancer in our workplaces and beyond by enhancing intellectual exchange, developing future diverse cancer fighting solutions and to support the American Cancer Society mission.

AmerisourceBergen CEO, Steve Collis, serves as co-chair for the Tri-State chapter, which has raised more than \$15 million since 2015, invested in advancing breakthroughs in cancer research, adopted innovative strategies to improve colorectal and other screening rates and removed barriers to care by implementing model time-off policies to

improve access to wellness checkups and screenings.

Steve and other chapter members also volunteered during the holidays at Hope Lodge, a program that provides a free place to stay for cancer patients and offers access to the care they need while undergoing treatment far from home.



### Building Better Boards

In support of leadership development and to encourage associates to share their expertise with the non-profit sector, AmerisourceBergen partners with Compass, an organization that helps match business professionals with local non-profit board member positions that fit their interests and skills. Compass also helps prospective non-profit board members understand their role to ensure success. Since 2001, Compass has engaged and inspired more than 3,000 business volunteers to collaborate with non-profit leaders through its board matching and pro bono consulting program.

## Healthier Volunteerism

Service is embedded in everything we do. It is why we are committed to making a difference in our own communities and ensuring our neighbors have opportunities to be well and thrive.

In 2019, guided by site-based volunteer coordinators and an annual paid Volunteer Time Off (VTO) policy of up to eight hours per year, nearly 2,400 AmerisourceBergen associates in the U.S. and Canada volunteered in their local community. In addition, volunteering is incorporated into strategic company meetings. Select examples of our community volunteerism include:

### Carrollton

In Carrollton, Texas, teams partnered with the National Breast Cancer Foundation to pack 100 HOPE Kits and write letters of encouragement for women undergoing breast cancer treatment. HOPE Kits are filled with “comfort” items, including fuzzy socks, tumblers, lip balms and lotions. Carrollton associates also joined forces with Autism Speaks to assemble and distribute packets to 1,700 participants in the Dallas and Fort Worth fundraiser walks.

In 2019, associates across AmerisourceBergen committed to providing assistance to various non-profits addressing food insecurity in their communities. Our Williamston, Michigan Distribution Center held a month-long food drive to support the Williamston



Food Bank at a time of year when donations typically decrease. The day and night shift teams competed against each other, and together, contributed over 1,000 pounds of food and a monetary donation to the organization.

The Corona, California Distribution Center and the Central Fill partnered with their local Feeding America chapter for “National Fight Hunger Month” by collecting non-perishable school lunch items as well as lunch boxes. The teams donated more than 350 pounds





of food, which included granola bars, cookies and fruit snacks, so students could go back to school with treats they typically don't receive through a food bank. The Feeding America network of food banks secures and distributes 4.3 billion meals each year through food pantries and meal programs throughout the US.

### American Health Packaging

For the fourth consecutive year, AHP associates volunteered at the Columbus Ronald McDonald House (RMHC) of Central Ohio by planning a menu, buying groceries and preparing free meals for 125 guests. RMHC serves more than 4,500 families annually by providing more than 82,000 nights at the House at little to no cost while their children are being treated at Nationwide Children's Hospital. AHP's partnership with RMHC has resulted in the donation of hundreds of volunteer hours and 500 meals for families.

### Innomar Strategies

How many associates does it take to pack 70,000 apples for local schools?



It takes a dedicated team of 30 from Innomar. The Great Big Crunch is an initiative designed to support healthy school eating for students across Canada. At a local apple orchard the Innomar team helped pack an astounding 70,000 apples in one day. In addition, associates from Innomar's Oakville, Burlington and Milton site participated in the Great Big Crunch. They joined the over 331,000 Canadians in this charitable initiative by taking a big bite out of an apple to show their support for healthy school eating.

### MWI

MWI associates generously gave their time to maintain the Idaho Veterans Garden in Caldwell, a community space that provides a peaceful setting for veterans to enjoy. The garden also offers youth mentoring and educational activities. MWI associates also participated in Boise's 21st Annual Komen Race for the Cure, an event critical to raising significant funds for breast cancer awareness.





# The AmerisourceBergen Foundation

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

**Prescription drug safety:** combating the opioid epidemic in the U.S. through safe disposal, prevention education and innovative solutions.

**Human health:** supporting human health-related causes around the globe that specifically target underserved populations.

**Animal health:** supporting access to care to improve animal health, including service and companion animals, and disaster response.

## Global Impact in Fiscal 2019



Over

**\$7 million**

in donations in grants to support our local communities



**100+**

organizations assisted





## Grant Partners

We partner with non-profits across our areas of focus which expand our impact while creating and deepening opportunities for resilience and capacity building. Here are some 2019 featured grantees, partners and their programs:

### Prescription Drug Safety Partners

**Eluna** is a long-term Foundation partner, supporting children and families impacted by grief or addiction. Funding from the Foundation helped launch a community program that serves youth in Philadelphia's Kensington neighborhood who have been impacted by a family member's substance use disorder. The grant also expanded Eluna's Camp Mariposa offerings to underserved youth, and enhanced their opioid addiction prevention resources and support services.

### Community Anti-Drug Coalitions of America

(CADCA) is committed to creating safe, healthy and drug-free communities. The Foundation works with CADCA to engage a new generation of experts and advocates for the safe disposal of prescription medicines by creating a new module for our Youth Leadership curriculum that features youth-led events to distribute prescription medicine disposal pouches.

### Human Health Partners

The AmerisourceBergen Foundation and **Family Reach** believe its critical to remove financial barriers getting in

the way of a cancer patient's ability to access care and adhere to treatment. To date, we have helped over 1,000 families maintain access to lifesaving care in addition to offering financial education assistance. Our partnership has evolved to include the LiFT Network, a consortium of non-profits that streamlines financial support services delivery and magnifies the conversation around financial aspects of cancer treatment. Together we continue to have a lasting impact on each family's health and wellbeing.

The Foundation supports **Healthcare Ready**, an organization established in the aftermath of Hurricane Katrina to ensure companies, government agencies and other organizations quickly and effectively address healthcare supply chain concerns before, during and after disasters. Healthcare Ready was also invited to ThoughtSpot, an annual conference hosted by *Good Neighbor Pharmacy*, a national independent pharmacy network offered through AmerisourceBergen, where they provided pharmacists with best practices on natural disaster preparation, support for patients with diabetes and addressing the opioid crisis.

### Animal Health Partners

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, visually impaired persons, and children, without government funding.

To further our purpose to create healthier futures for animals and humans, we partner with the **National FFA Organization**. FFA prepares future generations for the challenges of feeding a growing population by providing opportunities to students through a Supervised Agricultural Experience (SAE). This, in addition to other FFA programs, enables students to take classroom learnings and apply them in real-world work and entrepreneurial experiences. AmerisourceBergen also provides additional resources to specific areas of agricultural education related to sustainable practices, agribusiness and research and technology, which has a positive impact on students pursuing careers in these fields and helps attract additional talent.



### Dogs That Make a Difference

As a result of the Foundation's donation to Southeastern Guide Dogs, AmerisourceBergen associates were able to name two dogs in the program and have eagerly watched their progress as they train for an important career serving humans.

Charlotte, named for our location in Charlotte, North Carolina, recently graduated from "high school" and returned to Southeastern Guide Dogs in Palmetto, FL, where she is training at

Canine University. Brooks, named for our distribution center in Brooks, Kentucky, also returned to the Palmetto campus for formal training.

On campus, the trainers and medical team evaluate the dogs, including their personalities, health, and temperament, to determine whether they will become a guide dog for someone with vision loss; a service dog for a veteran with PTSD or other disabilities; a facility therapy dog providing comfort in a military facility; a Kids

Companion dog for a visually-impaired child; or a Gold Star Family dog, gifted to a family who lost a loved one while serving our country.

Due to his gentle disposition, Brooks found his forever home as a skilled companion animal for Annabella, a young girl who is legally blind and has Down Syndrome. Brooks is also bringing joy to Annabella's brother, David, who has Williams-Beuren syndrome, a rare genetic disorder characterized by growth delays. Brooks delivers unconditional love to the whole family.



### Meeting with Purpose

2019 marked the inaugural AmerisourceBergen Foundation Conference held in Dallas, which brought together more than 50 non-profit partners from Alaska to Haiti. The conference focused on collaboration and enabled AmerisourceBergen leaders and associates to hear how they could further support and foster connectivity among non-profit attendees to amplify impact. Breakout sessions focused on topics including access to healthcare and prescription drug safety. AmerisourceBergen Foundation is committed to continuing to enable non-profits to more easily collaborate and share skills with each other.



## 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.

### Championing Associates Who Give Back

An important part of our culture is ensuring associates are able to support the causes that are closest to their hearts.

**myCommunityImpact**  
The AmerisourceBergen FOUNDATION

This year, the AmerisourceBergen Foundation launched myCommunityImpact, which allows associates to use an online tool to submit requests for the **Matching Gifts** and **Dollars-for-Doers** programs.

**Matching Gifts:** AmerisourceBergen Foundation matches associate donations to any qualified 501c3 organizations.

**Dollars-for-Doers:** The Foundation provides a grant for every 20 hours of volunteer time and an increased amount for 40 hours of volunteer time logged by associates with any 501c3 organization that meets eligibility criteria. Associates serving on a non-profit board can receive a grant to be donated to that organization.

**Over the past year, approximately 2,000 of our associates have supported nearly 60 of their peers through this program, representing over \$115,000 in total funding.**



### The Fund in Action

In December 2018, the Camp Fire claimed 85 lives and burned 130,000 acres in Butte County, California, becoming the most destructive and deadly fire in state history. Associate Julius, his wife, daughter and son-in-law lost their homes and all their belongings when the fire reached Paradise, California.

Julius was at home when the fires began. "It was about 8:00 am, and it looked like night outside due to the smoke," he said. The fire moved so quickly that he was only able to get himself, his wife, dog and one of his two cats out in time. While Julius moved his family temporarily into a trailer on a friend's property, he was provided support through the Associate Assistance Fund.

"I can't help but feel an overwhelming sense of happiness and appreciation for the kindness everyone showed my family," said Julius. "Though we went through, quite possibly, the most difficult time in our lives, we are humbled and genuinely joyful over the outpouring of the support shown to us."

## Healthier Neighbors

Our *Good Neighbor Pharmacy* program gives local pharmacies tools to assist them with their businesses and community involvement and to maintain their connection to the towns in which they operate.

*Good Neighbor Pharmacy* created a central place for public information about health, wellness and prevention, so that participating pharmacies can gain access to campaign materials for use in their 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.
- Maintained a palpable presence on Capitol Hill to represent the voice of local pharmacies.
- Showcased the American Heart Association's #MyHealthyHeart campaign — with more than 340 pharmacies participating — and launched a highly engaging digital strategy, resulting in 3,900+ visits to myGNP.com, an educational website focused on heart health and 62,700+ impressions of educational content on the *Good Neighbor Pharmacy* Facebook page. In addition, more than 580 stores used the campaign's heart health collateral to educate their patients.



### Helping Local Pharmacies in Need

AmerisourceBergen further supports independent pharmacies with grants through The National Community Pharmacists Association (NCPA) Foundation Disaster Relief Fund. The fund offers financial assistance to community pharmacy owners for store repair in the event of disaster or other adverse event.



## Access and Adherence with Lash Group

AmerisourceBergen's Lash Group seeks to accelerate patient access to required therapies while making sure patients adhere to their prescribed dosage and regimen. Lash Group plays a critical role in developing 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 it's critical to health outcomes to continue with their therapies
- Receive financial help to afford therapies crucial to surviving their illnesses

### Empathy in Action

Lash Group's culture of empathy and advocacy has resulted in an engaged associate population committed to creating healthier communities. Lash Group associates' outpouring of giving and volunteerism has impacted many organizations, including Claire's Army, dedicated to supporting families battling childhood cancer, and building houses with Habitat for Humanity in Charlotte, Dallas, Louisville and Pittsburgh.

64

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# Appendix



# Assurance Letter

## Corporate Citizenship Report as set out below.

Engagement summary	
<b>Scope of our assurance engagement</b>	<p>Whether the information relating to FY2019 in the following sections of the AmerisourceBergen 2019 Corporate Citizenship Report is fairly presented, in all material aspects, with the reporting criteria:</p> <ul style="list-style-type: none"> <li>• Energy Management &amp; Sustainability (page 42-43) (excluding Water Efficiency)</li> <li>• Transportation Efficiency (page 45)</li> <li>• Diversity, Inclusion &amp; Equal Opportunity (page 33)</li> <li>• Healthy Communities (page 53-63)</li> <li>• Opioid Efforts (page 18-27)</li> </ul> <p><i>*Excludes information included in interviews or other call-outs.</i></p>
<b>Reporting criteria</b>	AmerisourceBergen's reporting boundary, criteria and definitions as described on page 2 of the Corporate Citizenship Report, and in the sections covered by our Assurance Engagement Scope.
<b>Assurance standard</b>	ERM CVS' assurance methodology, based on the International Standard on Assurance Engagements ISAE 3000 (Revised).
<b>Assurance level</b>	Limited assurance.
<b>Respective responsibilities</b>	<p>AmerisourceBergen Corporation is responsible for preparing the information and for its correct presentation in reporting to third parties, including disclosure of the reporting criteria and boundary.</p> <p>ERM CVS's responsibility is to provide conclusions on the agreed scope based on the assurance activities performed and exercising our professional judgement.</p>

### Our conclusions

Based on our activities, nothing has come to our attention to indicate that the information relating to FY2019 in the specified sections of AmerisourceBergen Corporation's 2019 Corporate Citizenship Report, as described under 'Scope' above, and noting the limitations 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 (either in person or by phone) in order to understand the company strategy, policies, internal controls and data management systems related to the specified sections, as well as the activities in the reporting year and internal review process around the reported information;
  - Reviewed the reporting processes, as well as the consistency and accuracy of reported annual data with selected underlying source data for each material assertion identified in the aforementioned sections.
- 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

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  
19 February 2020



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*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.*

## Assurance statement: AA1000

Trucost was engaged by AmerisourceBergen Corporation to provide assurance of the environmental data held within its 2019 CDP Response

### Intended users

The intended users of this assurance statement are the management and stakeholders of AmerisourceBergen Corporation

### Responsibilities of AmerisourceBergen Corporation and assurance provider

The management of AmerisourceBergen Corporation (hereafter, ABC) has sole responsibility for the preparation and content of Corporate Citizenship Report and CDP Climate Change Response (hereafter, CDP). Trucost's statement represents its independent and balanced opinion on the content and accuracy of the information and environmental data held within.

### Assurance standard

Trucost undertook the assurance in accordance with AA1000AS (2008 with 2018 addendum) Type 2 moderate-level assurance, covering:

- ✓ Evaluation of adherence to the AA1000APS (2018) Principles of inclusivity, materiality, responsiveness and impact (the Principles)
- ✓ The reliability of specified environmental performance information (greenhouse gas emissions)

Trucost used the Global Reporting Initiative (GRI) and the GHG Protocol to evaluate ABC's performance information and adherence to the Principles.

### Scope and limitations

Trucost was engaged to assure the data and claims in ABC's 2019 CDP response, encompassing the period of 1st October 2017 – 30th September 2018. Trucost was asked to assure reporting for greenhouse gas (GHG) emissions. ABC took an operational control approach.

Trucost verified the following GHG emissions, as calculated by ABC,

SCOPE	SOURCE	UNIT	QUANTITY
GHG Scope 1	Natural gas and Diesel	Metric tons	36,921
	Fugitive emissions	CO <sub>2</sub> e	556
GHG Scope 2	Electricity	CO <sub>2</sub> e	90,089

### Methodology

Trucost's assurance activities included the following:

- Review of the processes by which ABC defines the sustainability issues that are relevant and material to its operations and its stakeholders.
- Interviews with managers responsible for sustainability performance and data collection
- Assessment of the extent to which ABC's sustainability activities adheres to the Principles
- Review of processes and systems used to gather and consolidate environmental data
- Verification of data accuracy for a selection of sites, including an audit of conversion factors and calculations

### Findings, conclusions and recommendations

#### The Principles:

Nothing came to Trucost's attention to suggest that AmerisourceBergen's CDP response does not adhere to the principles.

#### Data reliability:

ABC has implemented rigorous processes to collect and aggregate global energy consumption and GHG emissions. Upon evaluating this system, Trucost did not find evidence to insinuate that the processes and systems in place to collect and collate environmental data are such that the ABC's GHG emissions would be erroneously described.

ABC uses a third-party software to manage the energy consumption data and calculate associated GHG emissions. ABC provided Trucost with the majority of original data sources necessary to cross-check energy use and emissions. Upon evaluating the data collected, Trucost found that overall data held within the software was accurate.

ABC applied the conversion factors available from the software in the calculations of GHG emissions. These factors are sourced from nationally or internationally recognized databases. Factors applied for scope 2 emissions were country- and regionally-specific, whereas global average factors were applied for scope 1 emissions. Trucost recommends ABC continue reviewing and updating emissions factors annually, and apply country- or regionally-specific factors for scope 1 emissions sources where data is available.

## Assurance statement: AA1000

PRINCIPLE	COMMENTS
<p><b>Inclusivity:</b> The participation of stakeholders in developing and achieving an accountable and strategic response to sustainability</p>	<p>AmerisourceBergen Corporation continues to maintain its proactive engagement with its identified stakeholders on its sustainability efforts. It regularly reaches out to key internal stakeholders to identify opportunities to improve its sustainability performance and engages with external stakeholders. All the stakeholder concerns and feedback is carefully collected and reviewed by the corporate citizenship team. The team coordinates with other teams across the business to address feedback from stakeholders. Feedback, which is significant, is raised to the ESG Oversight Committee at the executive level.</p>
<p><b>Materiality:</b> Determining the relevance and significance of an issue to an organization and its stakeholders</p>	<p>In order to identify environmental and social issues that are relevant to its stakeholders as well as emerging issues, a materiality review was conducted in 2017, and further revised in 2018. ABC plans to conduct a more granular materiality review in 2019. The ESG Oversight Committee, led by an executive sponsor, reviews and approves the materiality review. The material issues identified are included and reported in ABC's annual Corporate Citizenship Report. This process helped ABC to identify areas where it could create maximum impact based on its strength.</p>
<p><b>Responsiveness:</b> An organization's response to stakeholder issues that affect its sustainability performance and is realized through decisions, actions and performance, as well as communication with stakeholders</p>	<p>AmerisourceBergen Corporation responds to most (&gt;90%) of the sustainability queries it receives from internal and external stakeholders. It works with its suppliers, partners, customers and the community - to reduce its environmental and social impact by incorporating sustainability considerations into its procurement process and engaging with local authorities on a regular basis. ABC is actively trying to reduce its GHG emissions by committing to generate 2-3% of its total energy use through on-site solar energy generation. ABC is also keen on achieving green building certification for its entire new real-estate establishments.</p>
<p><b>Impact:</b> An organization's approach to monitor, measure and be accountable for how its actions impact broader ecosystems</p>	<p>AmerisourceBergen Corporation has implemented a series of efficiency projects such as solar energy installations and sustainable building infrastructure to meet the expectations of stakeholders on its sustainability performance. The managers of its distribution centers are given operational performance goals aligned with implementing energy efficiency projects.</p>



### Assurance provider

Trucost has been researching, standardizing and validating corporate environmental performance data since 2000. Trucost's research team has the relevant professional and technical competencies and experience to conduct an assurance to the AA1000 standard. Trucost did not provide any services to AmerisourceBergen Corporation during FY2018 that could conflict with the independence of this work. This is the second year that Trucost has assured ABC's environmental data held within its Corporate Citizenship Report and response to CDP.

### Trucost, part of S&P Global London, July 2019



**Libby Bernick**  
Global Head of Corporate Business



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# Stakeholder Engagement

Stakeholder Group	Type and Frequency of Engagement	Key Topics Raised and Actions Taken
<b>Associates</b>	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. Additionally, we recently launched a mobile application, OneABC Go, that is available for associates to stay up to date on what's happening across the business.	<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 AmerisourceBergen's purpose and guiding principles using our True Blue program; encourage associates to provide their feedback on engagement at AmerisourceBergen; conduct action planning based on survey feedback.</p>
<b>Business-wide Leaders</b>	<p>We engage with our business partners and leaders on a regular basis through various working groups and leadership meetings. Examples include annual presentations to the Executive Management Committee, quarterly ESG Oversight Committee meetings, quarterly Corporate Citizenship Advisory Group meetings, and various meetings and presentations with functional leaders and their teams.</p> <p>We also regularly reach out to our partners across the business via email or phone to touch base on various topics and projects.</p>	<p><b>Topics:</b> Corporate citizenship topics related to respective leader's business function to include Corporate Citizenship strategy and integration throughout the business, Associate Engagement, Environmental Sustainability, and Healthier Communities.</p> <p><b>Actions:</b> We incorporated feedback and commentary into our Corporate Citizenship strategy and 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 prescription drug safety and access to health for both humans and animals. Grants for prescription drug safety 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. We connect with non-profit partners quarterly through conference calls and newsletters. We host an annual conference for select non-profit partners to encourage further collaboration.</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, matching gifts and dollars for doers, non-profit board training programs in select locations, 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>
<b>Customers and Potential Customers</b>	<p>We engage with our customers through a variety of touchpoints along their customer journey with AmerisourceBergen, 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>
<b>Government and Municipalities</b>	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><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. For more information, please see our Policy Statement on Political Engagement.</p>
<b>Investors</b>	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. In addition, we engage with a variety of ESG-focused investors and rating/ranking entities.	<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>
<b>Suppliers</b>	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. We have developed a Supplier Statement to continue to hold suppliers accountable.	<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>

## Global Reporting Initiative (GRI)\*

Ethics and Integrity		Governance	
10-K: PG 1	102-1 <b>Name of the organization</b>	PG 13-14 <b>Governance Charter PG 1-3</b> Proxy PG 19-20	102-18 <b>Governance structure</b> Corporate Citizenship governance starts at the top. In 2016, we added oversight of our Corporate Citizenship program as part of our Board of Director's Governance and Nominating Committee charter. In 2017, to further strengthen the Board-level commitment to ESG-related topics, we added corporate citizenship and sustainability to our Board's skills matrix. The Governance and Nominating Committee is updated on an annual basis about all environmental, social, and governance programming across the organization, allowing them the opportunity to give feedback and guidance on the company's Corporate Citizenship strategy. This management committee is comprised of several senior executive-level officers, including the Chief Communications and Administration Officer. As such, the Chief Communications and Administration Officer has responsibility for the enterprise Corporate Citizenship strategy. As part of our overall Corporate Citizenship governance processes, the AmeriSourceBergen Foundation and AmeriSourceBergen Associate Assistance Fund are governed by a separate board of directors and officers. We have in place an ESG Oversight Committee comprised of divisional and corporate functional leaders whose overarching purpose is to provide strategic direction for the development and oversight of the company's Corporate Citizenship strategy. They are also responsible for keeping a pulse on current practices, understanding trends, and identifying gaps in company performance and potential future issues as they relate to corporate citizenship. Corporate Citizenship is an enterprise-wide, shared-services function that has governance and oversight over a number of ESG topics, including environmental sustainability, volunteerism, community impact, and the AmeriSourceBergen Foundation. The Corporate Citizenship team partners with advisors and subject matter experts across the business to help guide and execute the company's Corporate Citizenship strategy, including leaders from Investor Relations, Legal, Marketing, Operations, Global Business Resilience, Strategy, Procurement, Human Resources, and Business Unit Leaders. In 2018, we launched a Corporate Citizenship Advisory Group. This group meets quarterly and represents functions and businesses across the enterprise. The advisors are tasked with reviewing and implementing key policies and strategic initiatives at a business unit level and making recommendations to the ESG Oversight Committee and the Corporate Citizenship team. In addition, we have a rigorous selection process for our competitive grants including review by Foundation Staff, External Advisory Committee, Associate Grant Making Committees, with ultimate oversight by the Foundation Board.
10-K: PG 3-4	102-2 <b>Activities, brands, products, and services</b>		
10-K: PG 18	102-3 <b>Location of headquarters</b>		
10-K: PG 18	102-4 <b>Location of operations</b>		
10-K: PG 1	102-5 <b>Ownership and legal form</b>		
10-K: PG 1	102-6 <b>Markets served</b>		
PG 9-10 10-K: PG 24	102-7 <b>Scale of the organization</b>		
PG 9-10	102-8 <b>Information on employees and other workers</b> 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.		
PG 9-10	102-9 <b>Supply chain</b>		
10-K: PG 3	102-10 <b>Significant changes to the organization and its supply chain</b>		
	102-11 <b>Precautionary principle or approach</b> AmeriSourceBergen applies the principles contained within the Precautionary Principle to our Corporate Citizenship programs, but we do not have a policy regarding the precautionary principle or approach.		
PG 11 PG 13-14 PG 57-61	102-12 <b>External initiatives</b> We engage with a variety of external industry initiatives and non-profit partners. The following are examples of major external initiatives AmeriSourceBergen engaged in during fiscal year 2019: United Nations Sustainable Development Goals (SDGs), United Nations Foundation (UNF), The World Resources Institute's Greenhouse Gas Protocol, CDP's climate change program, Committee Encouraging Corporate Purpose (CECP), U.S. Chamber of Commerce, National Health Policy Forum, Pew Research Center, Community Anti-Drug Coalitions of America (CADCA), Sustainability Leadership Forum, Center for High Impact Philanthropy (CHIP), Human Rights Campaign, DiversityInc, etc.		
Policy Statement on Political Engagement	102-13 <b>Membership of associations</b>		
PG 4-5	102-14 <b>Statement from senior decision-maker</b>		
Ethics and Integrity		Stakeholder Engagement	
PG 12	102-16 <b>Values, principles, standards, and norms of behavior</b>	PG 69	102-40 <b>List of stakeholder groups</b>
Code of Ethics and Business Conduct PG 26-31	102-17 <b>Mechanisms for advice and concerns about ethics</b>	10-K: PG 5	102-41 <b>Percent of employees covered by collective bargaining agreements</b>
		PG 14	102-42 <b>Basis for identifying and selecting stakeholders</b>
		PG 69	102-43 <b>Approach to stakeholder engagement</b>
		PG 69	102-44 <b>Key topics and concerns raised</b>
Ethics and Integrity		Reporting Practices	
PG 12	102-16 <b>Values, principles, standards, and norms of behavior</b>	10-K: PG 3-4	102-45 <b>Entities included in the consolidated financial statements</b>
Code of Ethics and Business Conduct PG 26-31	102-17 <b>Mechanisms for advice and concerns about ethics</b>	PG 2, 14, 29, 41, 53, 69	102-46 <b>Process for defining report content and topic boundaries; how the reporting principles for defining report content were applied</b> We have implemented the Reporting Principles of Stakeholder Inclusiveness, Sustainability Context, Materiality, and Completeness to define our report content.
		PG 14	102-47 <b>List of material topics</b>
			102-48 <b>Effect of restatements of information and reasons for them</b> There are no restatements of information included in this report.
			102-49 <b>Significant changes from previous reporting periods in the list of material topics and topic boundaries</b> There have been no changes in reporting for this report.
		PG 2	102-50 <b>Reporting period</b>

\* This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option.



	<b>102-51</b> <b>Date of most recent report</b> Our most recent report from fiscal year 2018 was published in 2019 and can be found on the Corporate Citizenship page of our corporate website.
	<b>102-52</b> <b>Reporting cycle</b> We report on an annual basis and plan to continue to do so in the future.
	<b>102-53</b> <b>Contact point for questions regarding the report</b> For questions regarding this report, please contact CorporateCitizenship@amerisourcebergen.com
<b>PG 2*</b>	<b>102-54</b> <b>Core or comprehensive claim</b>
<b>PG 70-72</b>	<b>102-55</b> <b>GRI content index</b>
<b>PG 65-68</b>	<b>102-56</b> <b>Policy/practice for external assurance</b>
<b>Economic Topics</b>	
<b>PG 43, 52-63</b>	<b>103-1</b> <b>Explain the material topic and its Boundary (why, where, involvement with impacts, limitations)</b> Our economic material indicators include understanding and managing financial risks and opportunities of climate-related issues on our business, and supporting the communities we live and work in. *Please see shaded areas for more details on our economic material topics.
<b>PG 43, 52-63</b>	<b>103-2</b> <b>Explain management approach components (how managed, purpose of approach, details of approach: policies, commitments, goals/targets, responsibilities, resources allocated, grievance mechanisms, processes, projects, programs, initiatives)</b>
<b>PG 43, 52-63</b>	<b>103-3</b> <b>Evaluate management approach (mechanisms of evaluation, results, adjustments)</b> We annually assess our management approaches to our material topics to ensure we are adopting new strategies or best practices as identified through collaborations with both internal and external stakeholders, industry benchmarking, and other research.
<b>PG 10</b> <b>10-K: PG 24</b>	<b>201-1</b> <b>Direct economic value generated and distributed</b>
<b>PG 43</b> <b>CDP: PG 8-33</b>	<b>201-2</b> <b>Financial implications and other risks and opportunities due to climate change</b>
<b>PG 30</b>	<b>201-3</b> <b>Defined benefit plan obligations and other retirement plans</b>
<b>PG 52-63</b>	<b>203-1</b> <b>Infrastructure investments and services supported</b>
<b>PG 37, 52-63</b>	<b>203-2</b> <b>Significant indirect economic impacts</b>
<b>PG 37</b>	<b>204-1</b> <b>Proportion of spending on local suppliers</b> We are committed to promoting the success of small-, diverse, minority and/or women owned-, disabled-, dis-advantaged, HUBZone and veteran-owned businesses. In FY2019, we engaged more than 1,000 small and diverse suppliers, spending more than \$9 billion on small and diverse businesses.
<b>Supplier Statement</b>	<b>205-1</b> <b>Operations assessed for risks related to corruption</b>
<b>Code of Ethics and Business Conduct PG 26-28</b>	<b>205-2</b> <b>Communication and training about anti-corruption policies and procedures</b>
<b>Code of Ethics and Business Conduct PG 17-18</b>	<b>205-3</b> <b>Confirmed incidents of corruption and actions taken</b>

<b>Code of Ethics and Business Conduct PG 17</b>	<b>206-1</b> <b>Legal actions for anti-competitive behavior, anti-trust, and monopoly practices</b>
<b>Environmental Topics</b>	
<b>PG 41-43, 46, 48</b>	<b>103-1</b> <b>Explain the material topic and its Boundary (why, where, involvement with impacts, limitations)</b> Our environmental material indicators include energy and greenhouse gas emissions management, climate change, waste management, and responsible sourcing. *Please see shaded areas for more details on our environmental material topics.
<b>PG 41-43, 46, 48</b>	<b>103-2</b> <b>Explain management approach components (how managed, purpose of approach, details of approach: policies, commitments, goals/targets, responsibilities, resources allocated, grievance mechanisms, processes, projects, programs, initiatives)</b>
<b>PG 41-43, 46, 48</b>	<b>103-3</b> <b>Evaluate management approach (mechanisms of evaluation, results, adjustments)</b> We annually assess our management approaches to our material topics to ensure we are adopting new strategies or best practices as identified through collaborations with both internal and external stakeholders, industry benchmarking, and other research.
<b>PG 46</b>	<b>301-2</b> <b>Recycled input materials used</b>
<b>PG 46-47</b>	<b>301-3</b> <b>Reclaimed products and their packaging materials</b>
<b>PG 42</b>	<b>302-1</b> <b>Energy consumption within the organization</b>
<b>PG 42</b>	<b>302-4</b> <b>Reduction of energy consumption</b> In FY2018, we consumed approximately 348,021 MWh from non-renewable sources and 8,229 MWh from renewable sources. In FY2017, our energy consumption was approximately 344,712 MWh of non-renewable energy. Our non-renewable energy increase by less than 1 percent, while our total energy consumption increased by approximately 3 percent. This can be explained by an increase in operations as well as an improved, more comprehensive data set. As we continue to grow, we strive to increase our efficiency and invest in renewables where feasible, but due to the nature of our business and expected growth, we do experience increase consumption.
<b>PG 42</b>	<b>303-5</b> <b>Water consumption</b> AmerisourceBergen does not manufacture products and therefore, water consumption is a non-material topic. We estimate consumption for FY2018 was approximately 799,620 cubic meters of water. Please note, this is an engineering estimate based on water use for sanitation purposes and locations with cooling towers. We do not manufacture products so we do not have water associated with manufacturing processes.
<b>PG 42</b>	<b>305-1</b> <b>Direct (Scope 1) GHG emissions</b>
<b>PG 42</b>	<b>305-2</b> <b>Energy indirect (Scope 2) GHG emissions</b>
<b>CDP: PG 45</b>	<b>305-3</b> <b>Other indirect (Scope 3) GHG emissions</b> We have not yet calculated our full Scope 3 emissions. Our Scope 3 emissions related to business travel were 20,883 MT CO <sub>2</sub> e in FY2018.
<b>CDP: PG 47-48</b>	<b>305-4</b> <b>GHG emissions intensity</b>
<b>PG 42</b>	<b>305-5</b> <b>Reduction of GHG emissions</b> In FY2018, our Scope 1 & 2 GHG emissions were approximately 127,566 MT CO <sub>2</sub> e. In FY2017, our Scope 1 & 2 GHG emissions were approximately 123,383 MT CO <sub>2</sub> e. Our emissions increased by 3 percent total, primarily due to increased electricity consumption, resulting in an increase in Scope 2 emissions (YoY increase of 5%). Our Scope 1 emissions decreased slightly, by approximately 0.1%. This can be explained by an increase in operations as well as an improved, more comprehensive data set. As we continue to grow, we strive to increase our efficiency, invest in renewables where feasible, and reduce our fuel use but due to the nature of our business and expected growth, we do experience increase consumption.

\* This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option.

Page numbers in blue font reference page number of 2019 Corporate Citizenship Report.

PG 46	306-2 <b>Waste by type and disposal method</b> We have reported applicable data as collected in certain markets. We will continue to report out on this data as it becomes available.	PG 31	404-2 <b>Programs for upgrading employee skills and transition assistance programs</b>
PG 38-39	306-3 <b>Significant Spills</b> In FY2019, we have had no significant spills to report.	PG 33	404-3 <b>Percentage of employees receiving regular performance and career development reviews</b> This year, 97 percent of associates had a completed annual performance review. For further breakdowns, please refer to the Diversity & Inclusion section of our report.
10-K: PG 6-7	307-1 <b>Non-compliance with environmental laws and regulations</b>	PG 33	405-1 <b>Diversity of governance bodies and employees</b> We have reported applicable data as collected in certain markets. We will continue to report out on this data as it becomes available.
PG 48	308-1 <b>New suppliers that were screened using environmental criteria</b> 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.	10-K: PG 5	407-1 <b>Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk</b>
<b>Social Topics</b>		UK Modern Slavery Act Supplier Statement	408-1 <b>Operations and suppliers at significant risk for incidents of child labor</b>
PG 30, 33, 38-39, 53-63	103-1 <b>Explain the material topic and its Boundary (why, where, involvement with impacts, limitations)</b> Our social material indicators include diversity and inclusion, health and safety, associate benefits and development, and community impact. *Please see shaded areas for more details on our social material topics.	UK Modern Slavery Act Supplier Statement	409-1 <b>Operations and suppliers at significant risk for incidents of forced or compulsory labor</b>
PG 30, 33, 38-39, 53-63	103-2 <b>Explain management approach components (how managed, purpose of approach, details of approach: policies, commitments, goals/targets, responsibilities, resources allocated, grievance mechanisms, processes, projects, programs, initiatives)</b>	UK Modern Slavery Act Supplier Statement	410-1 <b>Security personnel trained in human rights policies or procedures</b>
PG 30, 33, 38-39, 53-63	103-3 <b>Evaluate management approach (mechanisms of evaluation, results, adjustments)</b> We annually assess our management approaches to our material topics to ensure we are adopting new strategies or best practices as identified through collaborations with both internal and external stakeholders, industry benchmarking, and other research.	UK Modern Slavery Act Supplier Statement	412-2 <b>Employee training on human rights policies or procedures</b>
PG 30	401-1 <b>New employee hires and employee turnover</b> In 2019, we hired over 7,000 new associates bringing a range of new perspectives into the organization representing turnover and new opportunities in our distribution workforce.	PG 53-63	413-1 <b>Operations with local community engagement, impact assessments, and development programs</b>
PG 30	401-2 <b>Benefits provided to full-time employees that are not provided to temporary or part-time employees</b> Our benefits program is aligned with the needs of each geography.	PG 53-63	413-2 <b>Operations with significant actual and potential negative impacts on local communities</b>
PG 30	401-3 <b>Parental Leave</b>	PG 53-63 Supplier Statement Code of Ethics and Business Conduct	414-1 <b>New suppliers that were screened using social criteria</b> 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.
PG 38-39	403-1 <b>Occupational health and safety management system</b>	PG 19-27 Supplier Statement	414-2 <b>Negative social impacts in the supply chain and actions taken</b>
PG 38-39	403-2 <b>Hazard identification, risk assessment, and incident investigation</b>	Policy Statement on Political Engagement	415-1 <b>Political Contributions</b>
PG 38-39	403-5 <b>Worker training on occupational health and safety</b>	PG 19-27, 48	416-1 <b>Assessment of the health and safety impacts of product and service categories</b>
PG 30, 38-39	403-6 <b>Promotion of worker health</b>	PG 19-27, 48	416-2 <b>Incidents of non-compliance concerning the health and safety impacts of products and services</b>
PG 38-39	403-9 <b>Work-related injuries</b>		418-1 <b>Substantiated complaints concerning breaches of customer privacy and losses of customer data</b> The required topic-specific disclosure is unavailable due to internal confidentiality restraints.
PG 38-39	403-10 <b>Work-related ill health</b>		
PG 31	404-1 <b>Average hours of training per year per employee</b> 100 percent of associates have access to career development and compliance training. This year, associates completed over 100,000 hours of compliance & ethics training. For further information, refer the Professional Growth & Job Training section of our report.		

\* This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core option.

Page numbers in blue font reference page number of 2019 Corporate Citizenship Report.

## Sustainability Accounting Standards Board (SASB)

Topic	Accounting Metric	Report Page or Other Source	Additional Information
Fleet Fuel Management	Payload fuel economy	PG 45	This topic is not relevant to our business as AmerisourceBergen utilizes third party transportation and logistics partners for the majority of distribution of products, therefore we do not have direct operational control over this and do not have access to our third party partners' fuel economy data. However, we ensure that we utilize SmartWay partners whenever possible.
	Description of efforts to reduce the environmental impact of logistics	PG 45	Please see our Transportation Efficiency section for more details on our fleet management and efficiency efforts.
Product Safety	Total amount of monetary losses as a result of legal proceedings associated with product safety	10-K: PG 29	
	Description of efforts to minimize health and safety risks of products sold associated with toxicity/chemical safety, high abuse potential, or delivery	PG 19-27, 48	
Counterfeit Drugs	Description of methods and technologies used to maintain traceability of products throughout the distribution chain and prevent counterfeiting	PG 19-27, 48 Safe and Secure Distribution of Controlled Substances	AmerisourceBergen sources products directly from the manufacturer. We work to ensure all our products are handled with the utmost care. Please see our Opioid Efforts and Secure Supply Chain section for more information on Prescription Drug Safety.
	Discussion of due diligence process to qualify suppliers of drug products and medical equipment and devices	PG 19-27, 48 Supplier Statement	AmerisourceBergen sources products directly from the manufacturer. We work to ensure all our products are handled with the utmost care. Please see our Opioid Efforts and Secure Supply Chain section for more information on Prescription Drug Safety.
	Discussion of process for altering customers and business partners of potential or known risks associated with counterfeit products	PG 19-27, 48 Supplier Statement	AmerisourceBergen sources products directly from the manufacturer. We work to ensure all our products are handled with the utmost care. Please see our Opioid Efforts and Secure Supply Chain section for more information on Prescription Drug Safety.
Product Lifecycle Management	Discussion of strategies to reduce the environmental impact of packaging throughout its lifecycle	PG 46	
	Amount (by weight) of products accepted for take-back and reused, recycled, or donated	PG 46, 54, 23	
Business Ethics	Description of efforts to minimize conflicts of interest and unethical business practices	Code of Ethics and Business Conduct PG 11-12	
	Total amount of monetary losses as a result of legal proceedings associated with bribery, corruption, or other unethical business practices	10-K: PG 73-77	

Activity Metric	Report Page or Other Source
Number of pharmaceutical units sold by product category	PG 9-10
Number of medical devices sold by product category	PG 9-10



# 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.



Our MWI Animal Health business provides products, technologies and services to support sustainable food production and help feed a growing, hungry world.



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.



We stand proud in supporting our diverse and talented associate population, which is comprised of more than 56 percent women. Our Executive Management Committee is comprised of 43 percent women, and 30 percent of our board of directors are 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.



We continually look for ways to invest in clean energy. We set a goal to consume 2-3 percent of our electricity from on-site renewable sources by FY20. In FY19, we completed construction of our roof-top solar PV system at our new Phoenix distribution center and broke ground on a 2.27 MW solar PPA at our Sacramento, CA distribution center. We continue to assess our portfolio for on-site renewable opportunities as well as purchasing options.



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 Direct Relief to increase access to quality healthcare in developing countries.



We are committed to addressing the climate risks that impact our business and the communities we live in. We understand and recognize that our operations have an impact on the climate, and we work to do our part to lessen this impact. We track and manage our Scope 1 and 2 greenhouse gas emissions and utilize this information to help identify opportunities to increase efficiencies across the business. We are engaging with a third party to assist with climate-related preparedness and planning and utilize our Foundation partners to provide necessary support and supplies before, during, and after natural disasters.



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.

