

An aerial photograph of a rugged coastline. The left side shows a steep, rocky shore covered in lush green vegetation. The water is a vibrant turquoise color, with white foam from waves crashing against the rocks. Several large, dark rock formations are scattered in the water, some with small patches of greenery on top. The overall scene is a beautiful natural landscape.

cencora

# FY23 Environmental, Social, and Governance Summary Report

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"Our approach to ESG is a direct reflection of our purpose of being united in our responsibility to create healthier futures – a purpose that is enhanced by our recent global rebrand from AmerisourceBergen to Cencora. While we have many examples of meaningful impact to be proud of, our work to achieve our ESG priorities is ongoing. Through partnership, innovation, and most importantly – purpose – these efforts will remain at the core of everything that we do."

**Steven H. Collis**

Chairman, President, and Chief Executive Officer



"I have a deep sense of gratitude for the collective impact we've made with our customers and partners, for our 46,000 team members who lead with passion every day, and for the exciting evolution of our united global company. We continue to find new ways to bring our purpose to life through action and partnership. The progress we made in fiscal year 2023 against our ESG goals is a testament to the dedication of each team member to advance our purpose and critical work around the world."

**Gina K. Clark**

Executive Vice President and Chief Communications & Administration Officer  
President, Cencora Impact Foundation



"The growth of our business and brand on a global scale in FY23 presented meaningful opportunities to ensure our approach to ESG impact aligns with the exciting journey we have ahead as an organization. We further strengthened our governance structure, added an ESG metric into our executive compensation program, and took other steps to grow our program and further align it to our business strategy. As Cencora, we have incredible momentum and look forward to continuing to mature our ESG initiatives as we create healthier futures."

**Susan Lorenz-Fisher**

Senior Vice President, Global Sustainability, ESG Integration & Real Estate  
Program Officer, Cencora Impact Foundation



01

About Cencora

# Built for worldwide health

We are a leading global pharmaceutical solutions company committed to improving the lives of people and animals everywhere.

By becoming Cencora, we unite our 46,000 team members under one identity in pursuit of a shared purpose: We are united in our responsibility to create healthier futures. At Cencora, we enable our customers and partners to bring their healthcare innovations, hard work, and aspirations to patients around the world.

Through our distribution services, solutions, and expertise, we connect manufacturers, care providers, and patients to ensure that those who need therapies can get what they need, when and where they need it. Our comprehensive and growing portfolio includes solutions that span the full pharmaceutical product lifecycle – from assisting manufacturers in meeting the logistical challenges that can arise during the clinical trial process to helping pharmacies connect with patients in their community.

Care providers of all kinds depend on us, including hospitals, health systems, pharmacies, physician practices, veterinarians, and more. We are the partner of choice for a global network of healthcare customers, providing secure, reliable access to pharmaceuticals and healthcare products and solutions that optimize providers' ability to serve patients and animals.

We connect our partners to what's next across the complex and ever-changing healthcare landscape, so that together, we can achieve outcomes never thought possible.

## \$250B+

annual revenue

## 6.7MM

products shipped daily

## 50+

countries

## #11

on Fortune 500

## #24

on Fortune Global 500







## ESG at Cencora

Creating healthier futures is the foundation for everything we do, and our purpose directly inspires our global environmental, social, and governance (ESG) impact strategy. When we deliver on our purpose, we enhance access to healthcare and do our part to enable better patient outcomes in communities, which is why we embed our ESG strategy across our business.

Our ESG team collaborates cross-functionally with leaders throughout the enterprise to elevate ESG priorities and implement meaningful initiatives. In FY23, we incorporated an ESG metric covering 10% of the annual bonus opportunity into our executive compensation program. Our Board's Compensation Committee selected three components for the ESG metric that were objectively measurable and aligned with Cencora's ESG pillars of purpose-driven team members, resilient and sustainable operations, and healthy customers and communities.

### **Our approach to governance and oversight**

The governance and ongoing execution of our global ESG impact is the responsibility of leaders and key internal partners across Cencora. The Global ESG impact team is led by the SVP, Global Sustainability, ESG Integration, and Real Estate, and falls under the purview of the Chief Communications & Administration Officer, who reports directly into the Chairman, President, and Chief Executive Officer of Cencora.

Our global ESG impact strategy, program, and goals have direct oversight and approval by the Executive Management Committee and our Board of Directors, particularly the Governance, Sustainability, and Corporate Responsibility Committee. Compliance and ethics are the cornerstone of our approach to ESG as a company, and we maintain a shared responsibility to operate at the highest levels of business ethics and integrity standards. All activities across our global ESG initiatives follow our global Code of Ethics and Business Conduct to ensure we execute our efforts aligned to these principles and uphold our standards.

We are committed to continually evolving our ESG strategy and governance approach. In FY23, we evolved our global ESG Impact Council, a cross-functional group of leaders who champion the integration and coordination of our ESG strategy and practices with business strategy and policy. Additional changes to our governance structure included the expansion of our subcommittees that align to our ESG priorities. Our efforts to meaningfully enhance our ESG strategy also involved engaging a diverse set of internal and external stakeholders to understand the primary ESG issues where Cencora has the greatest impact.

### Strategic pillars

As we pursue our ESG initiatives from a foundation of ethics, integrity, and transparency, we are focused on three priorities that align with our services and beliefs:





02

Purpose-driven  
team members



# At Cencora, we believe in putting people first

We do this by fostering a diverse, inclusive work environment where team members can be authentic and have a voice to share their unique perspectives. We ensure team members have clear pathways for career development, access to programs and benefits that allow them to live healthier lives, and meaningful opportunities to get involved in their community. Together, we uphold the highest standards of ethics, compliance, and quality to honor our shared commitment to fulfilling our purpose.

## Diversity, equity, and inclusion

We spent the year working globally to integrate our teams and enhance our culture of inclusion while leveraging benchmarks of availability for talent in the marketplace to assess whether we were attracting and retaining our fair share of great talent. By giving everyone a greater sense of belonging, we helped our team members connect with our purpose and empowered them to advance health equity through the work we do with our partners to increase access to healthcare and accelerate positive patient outcomes.



### FY23 diversity, equity, and inclusion (DEI) highlights:

- Launched a global training to give all team members the knowledge and tools to bring inclusive actions to work each day
- Increased membership in our eight employee resource groups, which hosted numerous events and activities throughout the year to celebrate shared backgrounds and experiences
- Named a best place to work for disability inclusion by scoring 100 on the 2023 Disability Equality Index, a joint initiative of Disability:IN and the American Association of People with Disabilities that measures disability inclusion in the workplace
- Recognized as an Equality 100 business by scoring 100 on the Human Rights Campaign Foundation's 2023-2024 Corporate Equality Index, a benchmarking survey and report measuring corporate policies and practices related to LGBTQ+ workplace equality
- Conducted our organization-wide Employee Experience Survey in 22 languages to give our team members a voice and take action on their feedback

For more information on our DEI initiatives, read our [FY23 DEI Report](#).



### Benefits

We are committed to enhancing our resources and benefits to enable a high-performance culture and to support our team members' ability to live with purpose every day. Our aim is to create a positive work environment where everyone can thrive and find opportunities to grow, learn, and pursue their passions while contributing to our purpose of creating healthier futures.

#### Some of the highlights of our benefits program include:

- Made key benefits available for U.S. team members\* on day one for all new hires and rehires to prevent any gaps in coverage when changing jobs
- We offer healthcare, life and other insurance, a retirement plan with company match, an employee stock purchase program, an employee assistance program, tuition assistance (including scholarships for dependents), commuter benefits, tobacco cessation support, medical coverage for same-sex partners and domestic partnerships, holidays, and paid time off
- Increased parental leave in the U.S. to 12 weeks
- Offered convenient, virtual access to coaching, therapy, and psychiatry for all mental health and behavioral services to best fit team members' needs and schedules

\*With the exception of disability coverage and 401k



### Development

Team member development is a strategic priority, and we are making thoughtful investments to build our talent and culture.

- Took a progressive approach to performance management as well as enhanced enterprise learning strategies and programs to drive a consistent and inclusive experience
- Continued to increase the number of manager/team member check-ins and encouraged managers to include a focus on well-being in their discussions to better holistically support our teams
- Offered career advancement tools including leadership and professional development programs and resources, tuition reimbursement, and opportunities to volunteer and participate in mentorship programs and employee resource groups



### Safety

Our tireless focus on team members' health and safety is embedded in everything we do. Across our global footprint, we share and celebrate best practices to align environmental, health, and safety (EHS) efforts worldwide.

- Our U.S. Operations team convenes a National Safety Committee quarterly to review and evaluate data and issue operational excellence scorecards
- The first EHS Week was celebrated in September in all Alliance Healthcare UK sites to focus on mental health, recycle and re-use programs, road and safety awareness, and Target Zero Safety Day to reinforce the goal of zero accidents across all sites

### Ethics and compliance

Reinforcing a culture of compliance through the pursuit of our purpose is foundational to our strategy, and across Cencora, we strive to uphold the highest standards in our work.

- Deployed mandatory General Compliance Training & Code Acknowledgment and Global Anti-Bribery and Corruption Training in 22 languages to all active team members and contractors
- Enhanced and centralized our approach to trade sanctions compliance and export controls, including launching an updated Global Policy on Trade Compliance



03

Resilient and  
sustainable operations



We operate responsibly in our vital role at the center of the supply chain by accelerating the delivery of lifesaving medications and healthcare services. From green buildings to product packaging solutions to expanding our engagement with diverse suppliers, we spark innovative ideas and work closely with our partners to amplify sustainable impact as we champion the health of people, animals, and our planet. Additionally, we are committed to safeguarding information through our cyber-security efforts. Our teams regularly monitor for data breaches and cyber-attacks and are committed to having leading protections standards and regular team member trainings.

#### **Greenhouse gas emissions reduction**

- Focused on business continuity and resilience planning, including climate risk assessments
- Validated our science-based target, a goal to reduce scope 1 and 2 emissions by 54.6% by FY32 in line with the 1.5-degree scenario
- Alliance Healthcare Romania expanded its solar panel program after a successful implementation in 2022, while Alliance Healthcare in Spain began solar panel installation

#### **Packaging innovations and recycling initiatives**

- Incorporated sustainable packaging solutions in our World Courier business resulting in more than 40% of World Courier shipments utilizing reusable packaging
- Reduced waste from product packaging that arrives at our facilities from suppliers by seeking alternate disposal options for hard-to-recycle plastics
- Launched an injection pen recycling program estimated to recycle 25 million pens per year in our Alliance Healthcare France and Alphega businesses in partnership with a manufacturer

#### **Climate change adaptation**

- Completed a business impact analysis for our three largest businesses in the U.S.
- Made grants through the Cencora Impact Foundation to support the vital work at the intersection of climate change, nature, and health, including grants made to the CDC Foundation and World Wildlife Fund



**Our total greenhouse gas emissions**

	<b>FY19 Emissions (MT CO<sub>2</sub>e)<sup>4</sup></b>	<b>FY23 Emissions (MT CO<sub>2</sub>e)</b>
Scope 1	98,742	108,712
Scope 2 <sup>1</sup>	110,191	90,652
Scope 2 <sup>2</sup>	100,593	87,492
Scope 3 <sup>3</sup>	19,881,916	25,878,873

<sup>1</sup> Scope 2 location-based emissions

<sup>2</sup> Scope 2 market-based emissions

<sup>3</sup> Scope 3 emissions calculations are largely based on high level estimates and some actual data as available across all 15 categories

<sup>4</sup> FY19 Scope 1 & 2 baseline was recalculated in FY23 due to Egypt divesture





## Supply chain and stewardship

### Supply chain and responsible sourcing

Our commitment to healthier futures begins with our promise of efficiency and security at the first point a product enters the supply chain. As the distributor of tens of thousands of products, our infrastructure is built to enable secure, daily ordering and distribution. When there is strain on the supply chain, like during a global health crisis or a natural disaster, securing it is even more critical.

Cencora also seeks to buy goods and services from suppliers, contractors, and vendors who share our responsible-sourcing goals, and we expect partners to uphold our values as exemplified in our [Supplier Code of Conduct](#).



### Product integrity and patient safety

Our state-of-the-art infrastructure and technology collectively comprise an efficient and secure pharmaceutical supply chain, supporting our regulatory compliance.

- We are continuously improving the traceability of our business processes and technology, enhancing patient safety, and employing a packaging portfolio offering reusable solutions that maintain appropriate temperatures for sensitive medical shipments while in our possession
- We purchase pharmaceuticals for distribution directly from manufacturers or their authorized representatives, warehouse the products, and deliver them to healthcare providers on a just-in-time basis
- We continued our efforts to address the Drug Supply Chain Security Act (DSCSA) requirements with cross-industry engagement and regulatory collaboration; with respect to product safety in Europe, we adhere to the European Medicines Verification System within each of our European Union markets

### Sustainable food production

We are taking a leading role in finding ways to feed a growing, hungry world.

- Micro Technologies, part of our animal health business, offers advanced technology solutions for livestock operations, helping producers optimize animal production and reduce the resources needed in that production process
- Through our partnership with National FFA in support of its Supervised Agricultural Experience (SAE) Grant program, the Cencora Impact Foundation funded 50 SAE Grants to FFA members in 7th-12th grades across 15 states



### Supplier diversity

Our commitment to engaging diverse suppliers supports a resilient supply chain by expanding our footprint, driving greater innovation, and further stimulating the economy. We champion the success of small-, minority-, women-, disabled-, LGBTQ+, and veteran-owned businesses as they play a critical role in the economy and are the source of many innovations that make us a leader in healthcare distribution and related services.

In FY23, our supplier diversity efforts focused on further supporting our customers' diverse supplier initiatives, building awareness of the importance of our supplier diversity program, and continuing our investments in small and diverse businesses.

#### FY23 supplier diversity highlights:

- Embedded supplier diversity further into our Marketplace platform, where more than 65% of suppliers are diverse
- Initiated discussions for supplier diversity in healthcare with the U.S. Chamber of Commerce's Center on Corporate Citizenship
- Brought together more than 80 current and prospective diverse suppliers at our first Supplier Diversity Summit as Cencora leaders shared information about the supplier diversity program and opportunities within the enterprise
- Committed to \$100 million investment and provided ongoing support to Ariel Investments' Project Black, connecting Fortune 500 companies with diverse vendors and talent





04

Healthy customers  
and communities

Cencora makes a positive impact on our communities by reducing barriers to healthcare access around the world. We mobilize these efforts through our collective charitable and commercial activities. We work to advance human and animal well-being, aiming to broaden access to healthcare and providing resources to promote prescription drug safety in the communities where we live and work.

### **Advancing global health**

Expanding access to care around the world is at the heart of what we do and is exemplified by our team members' dedication to our purpose. It takes a targeted approach to create healthier futures, and we accomplish that through both our business and philanthropic strategies to impact as many lives as possible. Whether it's through an innovative solution or working closely with our partners, we carry out our purpose every day as we work in service of our customers, their patients, and our shared communities.



**Here are just some of our stories from across our enterprise in FY23 that show how we lived our purpose and created meaningful impact as we advanced global health.**



### **Partnering with Healthcare Ready in times of need**

Our nonprofit partner, Healthcare Ready, leverages unique relationships with government, nonprofit, and medical supply chains to build and enhance the resiliency of communities before, during, and after disasters. They work to overcome health disparities caused by disasters and disease outbreaks so that everyone, regardless of their socioeconomic or medical status, can thrive after a hazardous event. During the simultaneous pediatric respiratory surge in 2023, Cencora and the Cencora Impact Foundation enabled Healthcare Ready to provide situation reports and critical tools, such as maps by state showing pediatric bed availability, to help decision-makers, healthcare providers, and patients understand how to best navigate and access care.

### **Empowering pharmacists in the fight against breast cancer**

More than 228 Alphega pharmacies in Spain participated in a breast cancer awareness campaign in partnership with numerous organizations to provide care items, patient and family support resources, and a special webinar in Barcelona with Kalida Center, which provides emotional, social, and practical support for cancer patients and their loved ones. Additional support enabled community pharmacists in six European countries to access the Alphega Pharmacy Oncology Support Program, which upskills pharmacists to augment the advice and support they can offer patients living with cancer.





### Overcoming supply chain disruptions through collaboration and action

Cencora's purpose drives us to action during supply disruptions. We collaborate across the supply chain and work with our suppliers, industry groups, nonprofits, government agencies, and our customers to advocate for patients and ensure equitable access to pharmaceuticals. In 2023, when a pharmaceutical manufacturer partner's facility in North Carolina was struck by a tornado, our team was in contact with them within the hour, assuring that their team was safe and assessing the potential impact. We also hosted Angels for Change, a volunteer-supported organization on a mission to end drug shortages, at their SummitONE conference, which connected changemakers nationwide focused on providing equal drug access to patients in need. Attendees from health systems, patient advocacy groups, manufacturers, industry groups, and distributors shared knowledge and generated new ideas at the two-day event.

### Evolving our operations in sync with pharmaceutical innovation

A pharmaceutical manufacturer entrusted Cencora and our dedicated World Courier team to transport a cutting-edge gene therapy from the U.S. to the UK to save the life of an infant born with Spinal Muscular Atrophy (SMA), a rare genetic disease that leads to the progressive loss of muscle control and weakness. Utilizing a thermal container to maintain a consistent temperature and monitoring the shipment by GPS locator around the clock, we also ensured that each piece of documentation complied with local regulations in both countries to avoid any customs-related delays as the shipment successfully made its way to the patient.

### Working seamlessly across our united enterprise

Our team members from ICS, part of the Cencora portfolio of companies, recently received an emergency shipment order from a client who was seeking treatment for an 18-month-old child in critical condition. With the product stored in ICS' Brooks, Kentucky distribution center, ICS enlisted the help of World Courier colleagues to support delivery to Montreal, Quebec the following day. In less than six hours, the emergency shipment order had been received, the drug had been packed, and it was on a flight to Montreal, resulting in a positive outcome for the patient.

### Solving the complex challenges of global logistics

When an Australian patient traveling in Greece with Pompe Disease, which can cause weakness in the heart and skeletal muscles, needed access to a next generation medication listed on Australia's Life-Saving Drug program, the pharmaceutical manufacturer called our World Courier teams in Australia and Greece to transport the time and temperature-sensitive medicine to Athens. This shipment involved a complex logistics plan that required careful execution and additional paperwork and compliance with regulations in both countries. Even when delays were encountered at customs, the team worked with extraordinary commitment to ensure the patient started the infusion treatment on time.



### Corporate engagement

Our corporate giving approach is consistent with our beliefs, values, and company purpose. We foster a culture that inspires an active and caring group of team members who continually give selflessly of their time and resources, making a real difference in their communities in times of need or crisis.

Team members in 19 distribution centers and several other Cencora locations across the U.S. participated in our annual Alex's Lemonade Stand Foundation campaign, hosting creative lemonade stands, which raised more than \$23,000.

### Corporate giving

- In FY23, Cencora provided more than \$2.7 million in financial contributions to community-based organizations and global nonprofits
- In 2022, we created AB Health Ventures, a dedicated corporate venture capital fund, now known as Cencora Ventures, to help identify entrepreneurs who are looking to revolutionize healthcare with us; Cencora Ventures has committed to donating 10% of future realized profits to support the efforts of the Cencora Impact Foundation and its continued work to improve healthcare access globally



Cencora PharmaLex Nordics organized its annual day of cycling for the 18th year to encourage the whole company to pedal their total commute with a donation made to charity for every kilometer logged.

### Product donations

- We provided nearly \$2.5 million in over-the-counter product donations to nonprofits such as Feeding America and numerous Humane Society organizations
- Alliance Healthcare UK donated more than 400 units of flea treatment to Many Tears Rescue, an organization that has rescued and rehomed more than 3,000 former breeding dogs that are in danger of being euthanized
- We collaborated with Good360 to airlift more than 127,000 pounds of product donations, including diapers, personal hygiene products, and first aid kits, to those in need following the devastating series of earthquakes in Türkiye and Syria



### Volunteerism

U.S.- and Canada-based full-time team members at Cencora receive eight hours of paid volunteer time off per year; those working part-time receive four hours.

Cencora launched its first month of service in honor of the life and legacy of Dr. Martin Luther King Jr. where U.S. team members more than doubled their initial goal by logging 1,000+ Volunteer Time Off hours, resulting in a total of \$50,000 in donations from the Cencora Impact Foundation to nonprofits.



## The Cencora Impact Foundation

Formerly known as the AmerisourceBergen Foundation, the Cencora Impact Foundation is an independent, not-for-profit charitable giving organization with a mission to improve the health and well-being of patient populations – both human and animal.

In FY23, the Cencora Impact Foundation donated nearly \$7 million to nonprofit partners.



**The Foundation focuses its efforts on three pillars:**

#### Human health

Supporting access to healthcare for underserved populations around the globe

#### Animal health

Improving the health of service, companion, and production animals that support humans and advance disaster response efforts

#### Prescription drug safety

Combating prescription drug misuse through safe disposal, innovative solutions, and mental health support



### **myCommunityImpact**

We believe in supporting our teams in giving back to the causes that matter most to them through myCommunityImpact, Cencora's matching gifts and volunteer/board service grants program.

Together with our team members, we donated \$1.5 million to more than 840 organizations around the world through myCommunityImpact over the past year.

### **Cencora Team Assistance Fund**

The Cencora Team Assistance Fund (formerly the AmerisourceBergen Associate Assistance Fund) is a nonprofit charitable organization established in 2012 to provide financial assistance to our team members and their families who are experiencing severe financial hardship due to a qualifying event such as a natural disaster or a severe injury or illness.

In FY23, the Cencora Team Assistance Fund helped 129 team members in Türkiye, supporting lodging for impacted team members and their immediate family members and providing direct financial assistance for team members in the most catastrophic circumstances.

More than 2,100 team members supported another 90+ colleagues through the Fund, which collectively granted over \$213,000 to team members in need.

Visit [esg.cencora.com](https://esg.cencora.com) to learn more about our ESG initiatives and what we accomplished in FY23.





We are united in our responsibility  
to create healthier futures

Please visit [esg.cencora.com](https://esg.cencora.com) and the [ESG Reporting Index](#) for  
more information on our 2023 ESG Report.