

PFSCM COMMUNICATION ON ENGAGEMENT 2024



PFSCM's Quality Management System has been certified to ISO 9001:2015 Quality Management System Standard by DQS Inc. Ref Registration # 10012936 QM15

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Statement of Continued Support by the PFSCM Director

The Partnership for Supply Chain Management (PFSCM) is pleased to submit our third Communication on Engagement (CoE) supporting the UN Global Compact initiative.

PFSCM is a nonprofit procurement services agent and supply chain solutions provider serving global and national clients who manage or fund some of the world's most fragile and important public health supply chains.

PFSCM's mission to improve access to quality health products and our global health supply chain activities allow us to contribute to advancing several Sustainable Development Goals (SDGs).

At a high level, while overseeing critical health and procurement mechanisms, we influence infrastructure development, policies, and systems essential for Good Health and Wellbeing, Responsible Consumption and Production, Climate Action, and much more.

At a low level, through our daily transactional procurement and logistics work, we take practical actions to contribute to positive, sustainable outcomes. These actions include consolidating shipments, converting modes of transport from air to ocean, optimizing cargo loading, creating transport plans for time and temperature-sensitive products, expediting tax and product waivers, and advising our clients about the long-term sustainability, compatibility, and cost-effectiveness of capital equipment purchases like analyzers used in health laboratories.

It is important to consider the above, as only some sustainability activities undertaken by PFSCM are captured in this CoE.

Since our last CoE submission in 2022, we have progressed in our social efforts by implementing our Equity, Diversity, Inclusion, and Belonging (EDIB) policy and fostering an EDIB culture within our organization. We surveyed our staff on EDIB topics, and most staff members reported feeling a sense of belonging, fairness, and respect. We also achieved a good employee net promoter score, and we plan to improve that further.

We also launched several initiatives to improve staff health, well-being, education, and professional growth. These initiatives include creating a Works Council representing staff,

regular free and anonymous health checks, and a Learning Lab to streamline training. Read more about these initiatives in Sections A and B.

In addition, we focused on environmental sustainability by furthering our actions to measure and reduce our greenhouse gas emissions, understand and evaluate the sustainability actions and capabilities of our logistics service providers and suppliers, and root sustainable practices into all our operations, policies, and organizational objectives.

We were able to start measuring our emissions and regularly soliciting sustainability, corporate social responsibility (CSR), and compliance and governance information from our partners, logistics service providers, and suppliers to ensure that we work with organizations that share our vision of sustainable supply chains. Read more about these initiatives in Sections D and E.

Meanwhile, in the last two years, sustainability has become entrenched in our organization. We have developed a Sustainability Strategy, and the execution of the strategy is aligned with our organizational objectives.

Lastly, in 2023, our Quality Management System (QMS) was again recertified to ISO 9001:2015. This certification demonstrates to stakeholders and customers that we are committed and able to consistently deliver high-quality products and services. During our 2023 QMS audit, our alignment with the Sustainable Procurement Standard ISO 20400:2017 was also evaluated. It was found that PFSCM's procurement processes, including our procurement strategy, planning, and operations, aligned with this standard for delivering sustainable outcomes in supply chains.

We are proud of the progress our organization has made in aligning ourselves with the UN Global Compact's Ten Principles, and we look forward to continuing our journey to becoming an even more responsible and caring organization.



Edward Wilson
PFSCM Director

PFSCM Communication on Engagement (CoE)

Descriptions of actions and measurement of outcomes

SOCIAL

3 GOOD HEALTH AND WELL-BEING



5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



10 REDUCED INEQUALITIES



ALIGNMENT WITH UN GLOBAL COMPACT'S 10 PRINCIPLES

LABOR

Principle 4: the elimination of all forms of forced and compulsory labor.

Principle 5: the effective abolition of child labor.

Principle 6: the elimination of discrimination in respect of employment and occupation.

ALIGNMENT WITH SUSTAINABLE DEVELOPMENT GOALS

SDG 3: Good health and well-being

SDG 5: Gender Equality

SDG 8: Decent work and Economic Growth

SDG 10: Reduced Inequalities

Looking back at our 2022 CoE

In our 2022 CoE, we provided an overview of our EDIB policy, which was drafted in 2021 and finalized in May 2022.

Our sustainability activities since mid-2022

Since 2022, we have not only refined and implemented the policy but also launched several new initiatives to improve staff health, well-being, education, and professional growth.

A. Implementing our EDIB policy

In the last two years, we have made excellent progress in fostering, cultivating, and preserving an EDIB culture, and we have adopted EDIB principles in our quality management system documentation.

We continue to embrace and encourage our staff's differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our staff unique.

PFSCM's 147-strong staff complement boasts 55 nationalities, and we have achieved a fair balance between female and male managers. We employ nearly equal numbers of staff aged between 20 and 30 and 30 and 40 and nearly equal numbers of staff aged between 40 and 50 and 50 and 60. We have several staff members above 60 years of age.

Since our last CoE was submitted, PFSCM has conducted two staff surveys: the first in September 2022 and the second in December 2023. In our 2022 staff well-being survey, over 85% of staff agreed or strongly agreed that PFSCM has created an environment where people of diverse backgrounds can succeed and feel a sense of belonging in their team. In our 2023 staff engagement survey, over 85% of respondents still felt that PFSCM treats staff fairly regardless of personal differences.

Further, 86.8% of staff indicated that their immediate manager treats them with respect and dignity, 80% reported feeling supported in their work-life balance, and more than 80% agreed that PFSCM gives them a sense of belonging.

PFSCM's Business Support Teams carefully analyzed the latest survey results and are working with staff through various working groups to develop an action plan to improve our overall employee experience. This plan focuses on the organizational, operational, and social aspects of our workplace, and the objective is to increase our employee net promoter score (eNPS) from Good to Excellent.

Meanwhile, PFSCM appointed a confidant to support staff members who believe they have been subjected to any type of discrimination or unfair practices that conflict with the organization's EDIB policy.



B. Initiatives to improve staff health, well-being, education and professional growth

Since 2022, PFSCM has launched several initiatives to help improve staff health, well-being, education, and professional growth.

B.1 Works Council

A Works Council (WoCo) was elected to represent the collective interests of PFSCM staff members. The WoCo engages directly with an entrepreneur (a leader of PFSCM) and supports staff in four key areas:

- 1. Information:** Ensures staff receive information about company performance and important developments such as policy changes, location changes, and company structure changes.
- 2. Advice:** When changes need to happen, the entrepreneur consults the WoCo on proposed changes, and the WoCo gives input, but the decision remains with the entrepreneur.
- 3. Consent:** The WoCo endorses proposed changes relating to matters in the employee handbook.
- 4. Initiative:** The WoCo can also submit proposals for change.

B.2 Preventative Health Check-Up

Based in the Netherlands, PFSCM ensures that risk inventory and evaluation (RI&E) are often performed. In line with the RI&E, the organization has appointed an Occupational Health Service with a Company doctor, and trained staff to be fire marshals and first aid respondents.

PFSCM has also appointed a party to facilitate voluntary Preventative Health Check-ups. These anonymous biennial check-ups allow staff to consult a healthcare professional to control their physical and mental well-being and lifestyle habits.

B.3 Learning Lab

PFSCM implemented an online training academy dubbed the Learning Lab. The Learning Lab streamlines and harmonizes our various professional trainings, such as quality assurance, procurement, supply chain, and logistics. The online learning platform drives automation and enables staff to access learning materials when and where they need them.

Content design teams from major business units are in place, with a project manager overseeing the design and upload of content onto the Learning Lab for quality control purposes. Every new joiner is automatically enrolled in the General Onboarding program, which includes an introduction to PFSCM, its units, interviews with senior management, policies, and other helpful information.

Further, units are continuously developing internal training programs and refresher courses to ensure consistent messaging across teams for both new joiners and current staff. In addition, live sessions are being conducted on the Learning Lab platform, using its transcription, recording, and participation tracking functionalities. Finally, the Learning Lab is also a knowledge base, with work instructions uploaded from each business unit.

B.4 Staff handbooks/manuals

In 2022, PFSCM published and promoted newly updated staff handbooks for staff in the Netherlands and the US. The handbooks connect our policies and information and are updated annually.

B.5 Social events

PFSCM’s Culture Club creates opportunities for our staff to connect and socialize. These activities—from active events like hiking to cultural events like meal sharing (potluck)—help boost morale, build relationships, and create a sense of community among staff members.

Since our last CoE in 2022, there have been several monthly events, sometimes two.



ENVIRONMENT

7 AFFORDABLE AND CLEAN ENERGY



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



ALIGNMENT WITH UN GLOBAL COMPACT'S 10 PRINCIPLES

ENVIRONMENT

Principle 7: Businesses should support a precautionary approach to environmental challenges.

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility.

Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.

ALIGNMENT WITH SUSTAINABLE DEVELOPMENT GOALS

SDG 7: Affordable and Clean Energy

SDG 12: Responsible Consumption and Production

SDG 13: Climate Actions

Looking back at our 2022 CoE

In our last CoE, we proudly reported on key activities we have undertaken to create a greener supply chain from sourcing, procurement, and logistics perspectives.

The logistics initiatives we reported included load optimization to ensure minimal use of cargo space and data loggers to monitor and capture valuable information about the temperature and humidity products are exposed to during transportation and storage. We also covered our Global Logistics Emissions Council (GLEC) membership, which enables us to track our greenhouse gas (GHS) emissions more effectively.

The sourcing and procurement initiatives we reported included the implementation of a supplier relationship management system and local sourcing strategy, as well as the launch of a supplier sustainability survey

In the 2022 CoE, we also introduced our first one-year Sustainability Strategy for 2022 to 2023.

Our sustainability activities since mid-2022

Below, we provide an update on some key sustainability initiatives we have undertaken since our last CoE was submitted in 2022.

C. Sustainability Report and updated Strategy published

Since the last CoE, we have published our first Sustainability Report. This report covers the main sustainability actions we took in 2022 and 2023.

We released a follow-up one-year Sustainability Strategy for 2023 to 2024 mid-last year. We have made good progress in achieving the actions in our 2023/24 Sustainability Strategy, and the official report will be available soon.

Some of the completed and ongoing actions from our Sustainability Strategy for 2023 to 2024 include:

- ▶ Exploring sustainable fuel insetting options and scalability solicitations and contracts.
- ▶ Establishing a baseline of greenhouse gas emissions for PFSCM’s procured goods and services.
- ▶ Quantifying and reducing waste and emissions.
- ▶ Launching a Training Academy to facilitate staff development and growth.
- ▶ Examining key catalogue/products and opportunities to increase our number of local suppliers.
- ▶ Ensuring 100% of staff members and suppliers are committed to the Code of Business Conduct and Ethics.
- ▶ Completing a baseline analysis of our suppliers’ ESG practices.
- ▶ Earning independent confirmation of adherence to ISO 20400 standards.
- ▶ Issuing PFSCM’s second Sustainability Report.



D. Established a baseline of our freight emissions using the GLEC Framework

In 2023, we established a baseline of our freight emissions using the GLEC Framework. Logistics emissions are measured using a global standard called the GLEC Framework. Based on the GHG Protocol and produced by GLEC, in partnership with the Smart Freight Center, the Framework is the only globally recognized methodology for harmonized calculation and reporting of the logistics GHG footprint across the multimodal supply chain.

After assessing our internal data inputs and reviewing our service providers’ emissions reporting capabilities, we turned to a specialist provider, EcoTRANSIT, to provide emissions intensity figures for our movement legs that would otherwise not be available to PFSCM. We enhanced our shipment and routing data with the emissions intensity figures and applied the GLEC Framework to establish the below baseline (Figure 1).

Air shipments were the most carbon-intensive, followed by truck-only movements and then rail. Ocean shipments were the least emissions-intensive. Of course, measurement is only the first step in assessing and ultimately reducing emissions.

We are analyzing the data at a more granular level. We intend to assess the impact of some of our ongoing transport efficiency initiatives, including load optimization, shipment consolidation, converting planned air movements to ocean, improving packaging efficiency, and sourcing closer to demand.

We are also investigating near-term interventions such as sustainable fuel insetting, and we will look ahead to air and ocean industry decarbonization efforts to ensure our transport contracting mechanisms, transport procurement operations,

and emissions reporting data are configured so we can take advantage of those opportunities as they come online.

Currently, we are building on our 2023 Scope 3 emissions baseline from outsourced logistics only to include emissions produced by upstream suppliers as well.

E. Explored freight forwarder partners’ sustainability and emissions reduction capabilities through a formalized solicitation process

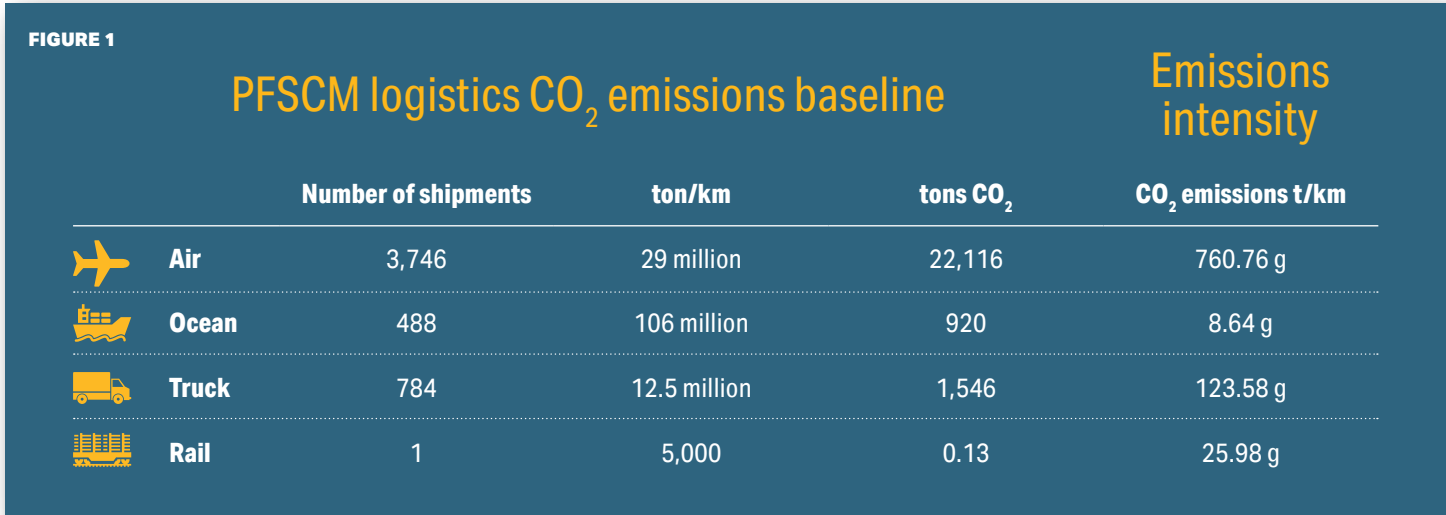
In 2024, PFSCM released a request for information (RFI) to collect information and expressions of interest from Third Party Logistics (3PLs) organizations to provide freight forwarding services for current and future projects.

After this RFI, PFSCM issued a Request for Proposals. Through these tendering best practices, PFSCM is maintaining a competitive pool of 3PLs best suited to serve in the complex and fast-changing health logistics sector.

PFSCM made it a priority to solicit information and evidence about the 3PLs sustainability commitments, and capabilities.

3PLs were requested to provide information about their corporate social responsibility initiatives, GHS reporting and reduction actions, local economic growth activities, and EDIB policies and practices. Governance and compliance information, from adherence to corruption and fair competition acts to discrimination and harassment policies, was also evaluated.

Though we have always been able to tap into our 3PL network’s sustainability initiatives informally, we have now formalized sustainability in the solicitation process. Documenting such organization-agreed practices is a critical step in maintaining our ISO 9001:2015 Quality Management System.



F. PFSCM’s QMS recertified to ISO 9001:2015

In September 2023, our QMS was recertified to ISO 9001:2015 during our second triennial assessment by DQS Management Systems Solutions—a member of the global network of certification bodies, IQNet.

PFSCM has upheld the highest quality standards, ensuring successful annual surveillance audits and triennial audits.

DQS audited PFSCM’s US and Netherlands offices in person and endorsed the recommendation for recertification.

PFSCM’s QMS received its initial ISO 9001:2008 certification in 2014, and the organization advanced to the latest ISO 9001:2015 standard in 2017. PFSCM is proud that no major non-conformities have ever been noted during its nine-year certification period.

F.1 What does ISO 9001:2015 mean for PFSCM clients?

ISO 9001:2015 certification provides PFSCM’s current and new clients with the assurance that PFSCM’s business is conducted within a standardized framework, with documented process methodology and approach, competent staff, and defined roles and responsibilities, as well as a deep understanding of our client requirements.

This conduct involves upholding key global principles of quality management systems, some of which are summarized below:

- ▶ **Improving customer satisfaction:** A fundamental principle of ISO 9001:2015 is to continuously improve customer satisfaction through effective planning and striving to meet and exceed our customer expectations.
- ▶ **Improving process integration:** ISO 9001:2015 process approach enables an organization to easily identify areas where efficiency and cost savings can be improved. Improved process flow interaction and integration reduces errors and inefficiencies, increasing service levels and cost savings for customers.
- ▶ **Upholding evidence-based decisions:** Through ISO 9001:2015, the organization commits to making decisions based on accurately analyzed data and facts. This not only ensures that the organization is able to meet and measure its goals and progress but also assures customers that decisions are based on sound judgement.
- ▶ **Continuous improvement:** A requirement of ISO 9001:2015 is to continuously improve the suitability, adequacy, and effectiveness of the organization’s quality management system. These improvements are based on the analysis of data and results and the outcomes of management.

G. Alignment with ISO 20400:2017 Sustainable Procurement Standard confirmed

Meanwhile, in September 2023, DQS also assessed PFSCM’s procurement processes, including our procurement strategy, planning, and operations with respect to the Sustainable Procurement Standard ISO 20400:2017. PFSCM’s procurement processes aligned with this standard for delivering sustainable outcomes in supply chains.

The DQS assessment noted that PFSCM provided evidence of understanding the fundamentals, integrating sustainability into our procurement policy and strategy, and organizing the procurement function towards sustainability. Part of the assessment covered addressing areas such as environmental, social, and governance practices.

ISO 20400:2017 requirements are now embedded in PFSCM’s QMS. It is an important standard for PFSCM as it aligns with our sustainability objectives and goals.

Our procurement activities consider the environmental impact of how and what we procure and distribute, and the considerations extend to our prequalified quality-assured service providers, who must all be able to demonstrate that they understand their role in achieving sustainable outcomes.



H. Joined the WHO-led Alliance for Transformative Action on Climate and Health

In 2023, PFSCM became a non-state member of the [WHO-led Alliance for Transformative Action on Climate and Health \(ATACH\)](#). This collaboration is dedicated to supporting WHO Member States in fulfilling their COP26 Health Programme commitments to reduce climate impacts and strengthen health system resilience.

PFSCM partnered with the ATACH working groups for Climate Resilient Health Systems, Low Carbon Sustainable Health Systems, and Supply Chains.

Our shared objective is to create a world where health systems are resilient to climate impacts, and everyone has access to quality healthcare services, irrespective of their geographical location. Our partnership with ATACH will help us achieve our mission by promoting sustainable practices and enhancing health system resilience.

I. Updates on Load Optimization and Data Logger activities covered in the 2022 CoE

I.1 Engaging stakeholders to drive supply chain efficiencies through Load Optimization initiatives

With a focus on supply chain efficiency, PFSCM actively identifies opportunities to optimize pallet and container loading for high-volume and high-freight cost orders placed by its clients. This activity ensures cartons, pallets, and shipping containers are packed optimally while still meeting clients' receiving and warehousing requirements. Optimal packing means cartons, pallets, and containers are loaded in configurations that use the packing area entirely or with the least unused space. This reduces shipping costs and lowers the logistics carbon footprint.

PFSCM leverages product and order data to automatically identify high-volume, high-freight cost orders for Load Optimization or packing review. The process also considers clients' special packing requirements, such as what kind of pallets they prefer using, the commodity classification, and the container type used. The review process often reveals opportunities to amend product, pallet, or container packing configurations for improved use of valuable space and to avoid double handling where products require repalletization at the destination.

If a compelling opportunity for improved loading is identified, PFSCM engages the appropriate stakeholders and collaborates closely to implement the best Load Optimization solution. Working with stakeholders, Load Optimization may entail

changes as simple as stacking pallets differently to more complex initiatives like pursuing entirely different product packaging.

In 2021 and 2022, PFSCM worked with stakeholders, mainly large-volume suppliers, to optimize more than 1,000 ocean and charter flight shipments, saving \$5 million.

In total, 80% of products shipped by PFSCM qualified for Load Optimization.



PFSCM also identified Load Optimization as a good solution to a unique supply chain challenge experienced by some of our clients in different regions.

Many receiving warehouses in the countries to which PFSCM delivers, use Euro pallets compatible with their racking systems. Yet, many products, like rapid diagnostic test kits produced by US, UK, and Asian suppliers, are stacked on standard pallets because that is preferred and economical for the sellers.

For our clients in receiving countries, it is beneficial to receive health products stacked on Euro pallets. They can easily and quickly stack and store the products without having to repalletize or repack. This simple action is important to reduce pressure on the local supply chains, which are often already quite limited in resources.

PFSCM often requires suppliers to stack goods destined for its clients on Euro pallets but realizes that suppliers need more expertise or incentive to stack the Euro pallets optimally.

We saw the opportunity here to use our Load Optimization review method to help guide our suppliers in how they can

easily stack Euro pallets optimally to save costs and reduce the carbon footprint. We make packing recommendations to suppliers and will negotiate if there are concerns about special packing requests. Where we have full control of chartered aircraft, we can also decide to drop the use of pallets altogether to accommodate as much product onto the aircraft as permissible during load planning.

Organizations' commitments to sustainability and emissions reduction are also motivating factors in ensuring products and shipments are optimally loaded. Apart from the significant cost savings that arise from optimal packing, reducing carbon emissions is also increasingly important and relevant. It is known that logistics and transportation are major polluters. We start positively impacting the sustainability of health supply chains when stakeholders can ensure fewer shipments are needed to transport the same amount of goods.

I.2 Using data loggers and data collaboratively to drive positive change in global health supply chains

Data and analytics in global health play a critical role in increasing efficiencies and improving sustainability while mitigating risk. Using data, organizations can make better decisions, reduce costs, and improve product quality and patient care for better health outcomes.

Proper collection and analysis of the abundance of data can help supply chain professionals pinpoint exactly where in the supply chain something went wrong; something that is normally hard to determine.

PFSCM and an insurance technology company Parsyl have been collaborating to track data points throughout the supply chain—from shipment to the final destination—using data loggers.

Data loggers play an essential part in the data tracking process. The devices provide a complete record of temperature information that can be used to establish precisely where issues occur. This data is fundamental in cold chain logistics, where even a small deviation from the proper temperature can result in spoiled or damaged goods.

Since implementing data loggers in 2021, PFSCM's monitoring and control of potential incidents have significantly improved. In fact, PFSCM has reduced its number of insurance claims by 97% even as shipping volumes increased and the insurance market hardened. In 2023, PFSCM had zero insurance claims on cold chain shipments.

Using real-time data effectively, we proactively mitigate many insurance claims across the board, and increasing the supply chain visibility means we are wasting less time around the insurance process and saving costs.



J. Update on sustainability surrounding sourcing and procurement activities covered in the 2022 CoE

At the core of our operations, sourcing, and procurement represent pivotal areas where we drive significant sustainability improvements.

When selecting suppliers, we prioritize social, ethical, and environmental performance factors. We aim to establish lasting relationships with those who share our commitment to environmental and social responsibility. Through rigorous selection criteria, we have built a resilient and diverse supplier base comprising 289 suppliers who align with our values of caring for the environment and people.

Further, we are committed to procuring only quality-assured products from reliable suppliers, prioritizing environmental stewardship and social responsibility. All products we purchase are prequalified by the World Health Organization, approved by stringent regulatory authorities or the International Medical Device Regulatory Forum, and meet national regulatory requirements.

Suppliers must also comply with our Code of Conduct for Suppliers, pass our comprehensive due diligence process, provide appropriate quality certifications or accreditations, and be integrated into our Supplier Relationship Management system.

In addition, our products are selected based on affordability, suitability, compatibility, durability, and ease of maintenance. We collaborate with suppliers who offer competitive installation, training, and maintenance services to ensure the long-term viability of the products. Through careful selection, our product offering has grown to include more than 4,700 quality-assured stock-keeping units.

Meanwhile, we actively seek to minimize our environmental

footprint by sourcing products with reduced packaging and less virgin material usage from suppliers located closer to demand points. These practices help lower overall emissions and waste in our value chains. We have taken our message about the importance of reducing waste in the supply chain to key stakeholders by presenting a poster on “*Implementing circular economy practices in lab procurement for a greener supply chain*” during the ASLM Conference in Cape Town, South Africa, in December 2023.

As a responsible organization with procurement expertise, we aim to drive economic growth and sustainability in the communities we serve. By identifying suitable suppliers and sourcing products locally, we ensure that financial resources benefit the communities while adhering to international standards, regulations, and client requirements. This approach not only supports local economies but also reduces transit times and transport emissions, contributing to a more sustainable supply chain. We have contracted over 55 regional (local) suppliers in Africa, the continent to which more than 90% of our health products are delivered.



Final Thoughts

PFSCM is dedicated to the principles and initiatives of the UN Global Compact, and we have demonstrated significant progress in aligning our operations with sustainable and responsible practices. Our commitment is reflected in several key areas:

1. Strategic alignment and leadership commitment:

Our leadership has integrated sustainability into the core of our strategic objectives, ensuring that every level of our organization is aligned with these principles. This is evident not only in our policies and internal communication to staff but also in our active participation in global sustainability initiatives like GLEC and ATACH.

2. Comprehensive environmental and social initiatives:

We have started measuring greenhouse gas emissions from external activities and analyzing and using the data to determine which emissions reduction techniques to pursue in the short, medium, and long term. We also have several initiatives in place to advance the well-being of our staff, and we continue to foster an EDIB culture in our organization. Our sustainability efforts extend beyond our operations; we do extensive due diligence on the partners we work with and the products we procure.

3. Governance and ethical standards: Our governance framework is robust, emphasizing transparency, accountability, and ethical conduct. We have established rigorous compliance mechanisms to uphold the highest standards of integrity and ensure that our operations are conducted responsibly.

4. Continuous improvement: We recognize that sustainability is a dynamic journey. PFSCM is committed to continuous improvement, regularly assessing and enhancing our strategies to address emerging challenges and opportunities. We invest resources in a structured continuous improvement approach (Plan, Do, Check, and Act), seeking out new solutions and practices that can further our sustainability goals.

5. Stakeholder collaboration: Engaging with stakeholders is central to our approach. We maintain

open lines of communication with our partners, clients, and communities to ensure that our efforts are collaborative and impactful. This dialogue helps us to stay responsive to the needs and expectations of those we serve.

While we acknowledge that there is still much work to be done, PFSCM is confident that we are on the right path. Our ongoing efforts and strategic initiatives position us to make a lasting impact, contributing to a more sustainable and responsible future. We are committed to building on this foundation, continuously striving to enhance our contributions to the UN Global Compact and global sustainability.



PFSCM COMMUNICATION OF ENGAGEMENT 2024

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