



cencora

**Corporate Responsibility
Summary Report
2024**

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01

About Cencora

Built for worldwide health

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

Cencora believes in the power of pharmaceuticals to improve healthcare and well-being. Our 46,000 team members around the world are focused on the pursuit of our shared purpose: We are united in our responsibility to create healthier futures. Our name has connections to the words center, core, and heart. It's rooted in what we've always considered most important: putting our customers, their patients, and our team members at the center of everything we do.

Cencora is building on the legacies of AmerisourceBergen and Alliance Healthcare to harness the collective power and experience of our family of companies. Together, we are helping our customers and partners bring their healthcare innovations, hard work, and aspirations to patients around the world.

Through our distribution services, solutions, and expertise, we pave a reliable path to patients for manufacturers and care providers. We combine global reach and local connection to ensure that patients have access to the therapies they need, when and where they need them.

Our comprehensive and growing portfolio includes solutions developed in collaboration with our partners that span the full pharmaceutical product lifecycle – from assisting manufacturers in meeting the logistical challenges that can arise during the clinical trial process, to strengthening pharmacies' connection 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.

\$290B+

annual revenue

6.7MM

products shipped daily

46K+

team members worldwide

50+

countries

#10

on Fortune 500





Corporate Responsibility at Cencora

At Cencora, our commitment to creating healthier futures drives our comprehensive corporate responsibility strategy. We enhance healthcare access and patient outcomes by embedding corporate responsibility principles throughout our business. Our Corporate Responsibility team collaborates with leaders across the organization to elevate corporate responsibility priorities and implement impactful initiatives, aligning our business strategy with our purpose.

Our Corporate Responsibility strategy continues to evolve

Cencora continuously evolves its Corporate Responsibility strategy and governance to align with its global growth and integration. Engaging diverse stakeholders helps prioritize Corporate Responsibility issues where Cencora can have the greatest impact. The Global Corporate Responsibility Impact Council, Executive Management, and Board of Directors ensure consistent alignment and prioritization of key Corporate Responsibility areas.

Our approach to governance and oversight

The governance and ongoing execution of our global corporate responsibility activities are the responsibility of leaders and key internal partners across Cencora.

- Leadership structure: The Global Corporate Responsibility team, led by the Vice President Global Corporate Responsibility, operates under the Senior Vice President, Global Public Affairs, who reports to the Executive Vice President - Chief Legal Officer, ultimately accountable to the President and CEO of Cencora.
- Board of Directors: An independent body providing oversight of corporate responsibility strategy and practices.
- Key committees: The Governance, Sustainability, and Corporate Responsibility Committee, along with the Audit, Compliance and Risk, and Compensation Committees, oversee specific aspects of the corporate responsibility strategy and practices.

Strategic pillars

As we pursue our corporate responsibility 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 work environment where team members can be authentic and 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 communities. Together, we uphold the highest standards of ethics, compliance, and quality to honor our shared commitment to fulfilling our purpose.





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 to create healthier futures.

Benefits program include:

- We make key benefits available for U.S. team members (except for disability coverage and 401k) 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.
- We offer convenient, virtual access to coaching, therapy, and psychiatry for all mental health and behavioral services to best fit team members' needs and schedules.

Development

Development is a strategic priority at Cencora. In FY24, we continued to invest in our team by enhancing our integrated talent framework, focusing on goal alignment, development planning, and performance coaching to support career growth. We partnered with an external consulting firm to redesign our succession planning process, ensuring a healthy pipeline of talent for critical roles.

Integrated talent framework: Our leadership competency model fosters inclusion, collaboration, and innovation, promoting a culture of growth.

Learning and development: We centralized learning experiences to align with business priorities and enhance leadership skills.

Career advancement tools: Cencora offers development programs, tuition reimbursement, and mentorship opportunities.

Supporting transformation and feedback: We leveraged our Change Champion Network and conducted Employee Experience Pulse Surveys to gather feedback and improve development resources.



Safety

Our tireless focus on team members' health and safety is embedded in everything we do. In FY24, Cencora launched the "Journey to Environmental, Health and Safety Excellence" initiative to implement best practices, enhance the health and safety of our workforce, and become a global leader in EHS practices. This year, we created new internal committees to discuss incidents, trends, and best practices and to increase accountability and continuous improvement in EHS excellence and the well-being of Cencora teams.

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. The Office of Compliance has evolved to support our dynamic business needs, implementing strategic initiatives to strengthen our compliance framework and ensuring robust monitoring. This year, we focused on globalizing policies, centralizing procedures, and enhancing trade controls and compliance data monitoring programs.



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. To ensure business continuity, we invest our time and efforts in making sure our operations are resilient to weather events by implementing advanced forecasting systems, equipping facilities with backup power sources, and conducting regular emergency preparedness training. These proactive measures help mitigate the impact of severe weather on our operations. From sustainable buildings to product packaging solutions, 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.

Greenhouse gas emissions reduction actions this year

- Focused on business continuity and resilience planning, including climate risk assessments
- Validated our science-based target, a goal to reduce scope one and two emissions by 54.6 percent by FY2032
- Alliance Healthcare UK renewed company cars in FY24; 92 percent of renewals were hybrid and electric vehicles
- Completed Photovoltaic (PV) system installation in World Courier facilities in Prague, Czech Republic, and Stockholm, Sweden

Packaging innovations and recycling initiatives

- Incorporated sustainable packaging solutions in our MWI Animal Health business with the reusable tote program, resulting in near elimination of single-use cardboard and Styrofoam for deliveries to 1,300 U.S. corporate customers
- Supported an inhaler recycling initiative in our Alliance Healthcare UK business to address the environmental impact of inhaler waste

Business resilience

- 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

	FY19 Emissions (MT CO ₂ e) ⁴	FY24 Emissions (MT CO ₂ e)
Scope 1	98,742	135,087
Scope 2 ¹	110,191	88,699
Scope 2 ²	100,593	79,063
Scope 3 ³	19,881,916	40,504,084

1. Scope 2 location-based emissions

2. Scope 2 market-based emissions

3. Scope 3 emissions calculations include actual emissions calculations using spend-based, hybrid, and activity-based methodologies based on the category and available data. Categories calculated or estimated in FY24 include categories one through nine, 11-13, and 15.

4. FY19 Scope 1 and 2 baseline was recalculated in FY23 due to divestiture of our stake in Alliance Healthcare Egypt

Total waste

In FY 2024, we produced a total of 38,811 metric tons of non-hazardous waste, including:

26,617
metric tons of
diverted waste

12,194
metric tons of
non-diverted waste



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 following 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 regulatory compliance.

- Continued to improve the traceability of our business processes and technology, enhancing patient safety and employ a packaging portfolio offering reusable solutions that maintain appropriate temperatures for sensitive medical shipments while in our possession
- Purchased pharmaceuticals for distribution directly from manufacturers or their authorized representatives, warehoused the products, and delivered them to healthcare providers on a just-in-time basis
- Continued leading efforts on DSCSA compliance, including verifying serial numbers at the unit level and engaging in cross-industry regulatory collaboration

Sustainable food production

We are taking a leading role in finding ways to feed a growing, hungry world. MWI, part of Cencora's animal health business, uses advanced technology to optimize animal health and production, increasing efficiency and reducing the agricultural resources needed to feed, house, and care for farm animals. As meat production is predicted to double by 2050, we are leading efforts to support sustainable food production. To cultivate future leadership in agriculture, the Cencora Impact Foundation partners with the National FFA Foundation, supporting educational programs that train students in STEM and other fields related to agriculture.



Cybersecurity, data protection and privacy

Cencora is committed to robust cybersecurity, actively monitoring for breaches, and ensuring compliance with regulations like the General Data Protection Regulation (GDPR), the Health Insurance Portability and Accountability Act (HIPAA), and the California Consumer Privacy Act (CCPA). Our Information Security and Privacy Programs, led by specialized teams, include comprehensive policies and mandatory training for all employees. In FY24, we focused on the following:

- Regulatory compliance: Implemented programs to comply with GDPR, HIPAA, and CCPA, including annual and role-specific training
- Third-party vetting: Rigorously vetted third parties to ensure compliance with stringent data protection standards
- Certifications and audits: Achieved multiple certifications (ISO/IEC 27001, ISO/IEC 27701, ISO/IEC 27017, SOC2 Type 2) and conducted regular internal testing and external audits
- Cyber Insurance: Maintained comprehensive cyber insurance to further safeguard data and privacy

Disaster response and emergency preparedness

Cencora takes a proactive approach to maintaining customer access to critical pharmaceutical products during disasters and emergencies by leveraging our global network and collaborating with government officials. We support impacted communities and team members through comprehensive emergency preparedness and response initiatives. In FY24, we focused on proactive planning, government collaboration, charitable support and employee and community assistance.



04

Healthy customers
and communities

Cencora aims to make an impact on communities around the world by broadening access to healthcare and accelerating health outcomes. We're able to make significant progress in improving the health and well-being of people and animals through our team members' dedication to our purpose, and through a strategic combination of business and charitable initiatives that focus on reducing barriers to healthcare and providing resources to promote prescription drug safety.

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 FY24 that show how we lived our purpose and created meaningful impact as we advanced global health.



Supporting Ukrainian families with children facing cancer

From FY22-24, Cencora and the Cencora Impact Foundation have supported humanitarian efforts and provided aid to the people of Ukraine totaling more than \$1.3 million. During this time period, the Cencora Impact Foundation spearheaded a campaign to raise funds for Tabletochki, a charitable organization that supports Ukrainian families affected by childhood cancer. Tabletochki provides targeted help to families, strengthens hospitals where pediatric cancer treatment is concentrated, invests in the professional development of medical personnel, and advocates for systemic changes in the healthcare system. With a 200 percent match by the Cencora Impact Foundation, together with our team members, this campaign raised more than \$6,000 to support Tabletochki's lifesaving efforts.

Responding to global humanitarian crises

In the aftermath of natural and human-caused crises, the Cencora Impact Foundation aims to provide supplementary funds that enable communities to rebuild, enact preventative measures, and remain resilient. In FY24, the Foundation donated more than \$1 million in proactive and reactive disaster response grants to nonprofit partners aiding those in Brazil, Central Europe, and the southeastern U.S. This included a 200 percent increase compared to FY23 in reactive donations related to water-related storms including hurricanes and floods.

Proactive support for pharmacies and vet clinics

Recognizing the critical role community pharmacies play during and after a crisis, the Foundation helped establish the Disaster Relief Fund at the National Community Pharmacists Association (NCPA) Foundation, which can provide financial assistance for the repair of community pharmacies in the event of disaster, accidents, illness, or other adverse circumstances. Within animal health, the Cencora Impact Foundation supports the emergency grant program at Not One More Vet (NOMV) to help veterinary practices remain open or reopen in the wake of a natural disaster.

Creating nurturing environments for children with autism in Lithuania

In Lithuania, the Cencora Business Services (CBS) team is charitably supporting the establishment of three therapeutic multisensory gardens specially designed for children with autism to promote relaxation, enhance sensory development, and foster emotional well-being. The first garden opened in the summer of 2024 at the Lithuanian Autism Association "Lietaus Vaikai". The dedicated team members of CBS Lithuania also volunteered alongside friends and family to plant and build structures to create a charming, meticulously designed environment for neuro-diverse children.

Improving accessibility to animal care with telehealth services in the U.S.

In FY24, MWI, part of our Animal Health business, began providing access to virtual veterinary consultations through its AllyDVM client engagement platform. A testament to our social commitment, the offering demonstrates that virtual care is accessible care. Since launching, AllyDVM facilitated about 200 hours of virtual veterinary visits. The initiative is particularly instrumental for animal owners in rural communities, who are disproportionately affected by transportation and distance challenges when seeking veterinary services. With virtual care, veterinary practices can meet animal owners where they are, improving their ability to deliver effective, timely care.

Empowering next-gen pharmacists

Alliance Healthcare UK and the Cencora Impact Foundation have partnered to help Pharmacist Support, an independent charity that champions the well-being of pharmacists and their families. Our collaboration bolsters Pharmacist Support's Student Bursary Scheme, which provides financial assistance to MPharm students facing unexpected challenges. This ultimately ensures that promising students facing financial difficulties can continue their studies and contribute to the UK's pharmacy field.



Corporate engagement

Our corporate engagement is our corporate giving, both financial contributions and product donations. These are some of the ways that we make a difference in communities, consistent with our beliefs, values, and company purpose. In FY24, Cencora provided more than \$2.8 million in financial contributions to community-based organizations and global nonprofits.

Product donations

In FY24, Cencora donated nearly \$2.8 million worth of over-the-counter products to nonprofits, including Kingsway Charities, Feeding America, and various animal welfare organizations. These in-kind donations supported medical teams in providing supplies and medications to underserved populations and regions affected by natural disasters and crises. Kingsway Charities, one of our key partners, distributes these supplies globally to medical mission teams. Additionally, a new shipping arrangement with Kingsway Charities led to annual cost savings of approximately \$58,000 for the organization.

Volunteerism

In FY24, we offered virtual and in-person service opportunities to our team members who committed their time to giving back to their communities. We encourage team members across the enterprise to get involved by offering their time to support programs that improve health, enhance well-being, and benefit communities around the world. We offer paid Volunteer Time Off for many employees.



Team members across 39 U.S. locations participated in the annual Alex's Lemonade Stand Foundation (ALSF) campaign, hosting lemonade stands and raising over \$45,000. With the Cencora Impact Foundation's 200 percent match, the total donation to ALSF to fight childhood cancer reached nearly \$136,000, a 95 percent increase from the previous year.

Additionally, team members engaged in ALSF's Million Mile initiative by walking, running, and cycling, with Triose, part of Cencora, continuing its long-standing corporate sponsorship. Cencora's global headquarters also hosted the inaugural sold-out 5K Run/1-mile Walk in support of ALSF's mission. The World Courier's Worldwide Walkers Challenge returned, doubling participation from FY23, with nearly 600 team members collectively taking over 128 million steps. The Cencora Impact Foundation honored their efforts with a donation to the Cencora Team Assistance Fund.

Cencora PharmaLex Nordics organized its annual cycling day, with more than half the local team members participating and logging over 1,500 kilometers, resulting in a donation to the John Nurminen Foundation, which protects the Baltic Sea's marine nature and cultural heritage.



The Cencora Impact 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. Through partnerships, projects, and grants, we work together with nonprofit organizations to advance access to healthcare around the world.

In FY24, the Cencora Impact Foundation donated nearly \$6.4M 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 \$1.6 million to more than 840 nonprofit 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 FY24, more than 2,100 team members supported another 100+ colleagues through the Fund, which collectively granted over \$130,000 to team members in need.

Visit corporateresponsibility.cencora.com to learn more about our Corporate Responsibility initiatives and what we accomplished in FY24.





We are united in our responsibility
to create healthier futures

Please visit corporateresponsibility.cencora.com
and the [Reporting Index](#) for more information on
our 2024 Corporate Responsibility Report.