Improving Supplier Competencies through Training and Coaching

As we expand our global reach in new and emerging markets, we are looking beyond the walls of Pfizer and helping our contract manufacturers and key suppliers in China, Indiana, Latin American and Europe improve their EHS competencies through training workshops and coaching sessions.

In India and China, for example, training was delivered at supplier facilities and focused on process safety and industrial hygiene. When word of its success spread, second day attendance of our suppliers doubled in some cases! Focus areas included:

- An understanding of risks if process safety is not applied correctly to operations;
- General health and safety techniques and the potential consequence if compromised; and
- Exposure impacts to workers if occupational hygiene best practices are undermined.

In addition to providing training and coaching sessions, EHS Supplier Review colleagues work closely with our businesses to ensure that our suppliers achieve and maintain an acceptable standard of performance. When supplier performance falls short, our EHS Supplier Review colleagues partner with the suppliers to develop and implement improvement plans that enhance EHS competencies and that augment performance.

In short, our program “does well by doing good”: we help to elevate the EHS performance of our selected contractors, which benefits their workers and communities while at the same time protecting Pfizer against business interruption that could impact our supply chain and the delivery of medicines.