

HEALTHCARE THAT FITS INTO YOUR LIFE



WE DELIVER HEALTH. EACH AND EVERY DAY. ACROSS EUROPE.

The PHOENIX group is a leading healthcare provider in Europe, reliably supplying people with drugs and health products every day. The PHOENIX group originated from the merger of five regional pharmaceutical wholesale businesses in Germany in 1994. Today, with more than 39,000 employees, the company offers unique geographical coverage throughout Europe, making a vital contribution to comprehensive healthcare. The PHOENIX group's vision is to be the best integrated healthcare provider – wherever it is active. This means providing each customer group with the best possible products and services along the entire pharmaceutical supply chain.

In pharmaceutical wholesale, the PHOENIX group has 161 distribution centres in 27 European countries from which it supplies drugs and other health products to pharmacies and medical institutions. Numerous other products and services for pharmacy customers complete the portfolio – from assistance in advising patients to modern goods management systems to pharmacy cooperation programmes. With more than 13,500 independent pharmacies in the company's cooperation and partner programmes, the PHOENIX group's pharmacy network is the largest of its kind in Europe. The PHOENIX Pharmacy Partnership acts as the Europe-wide umbrella for the PHOENIX group's 13 pharmacy cooperation programmes in 16 countries.

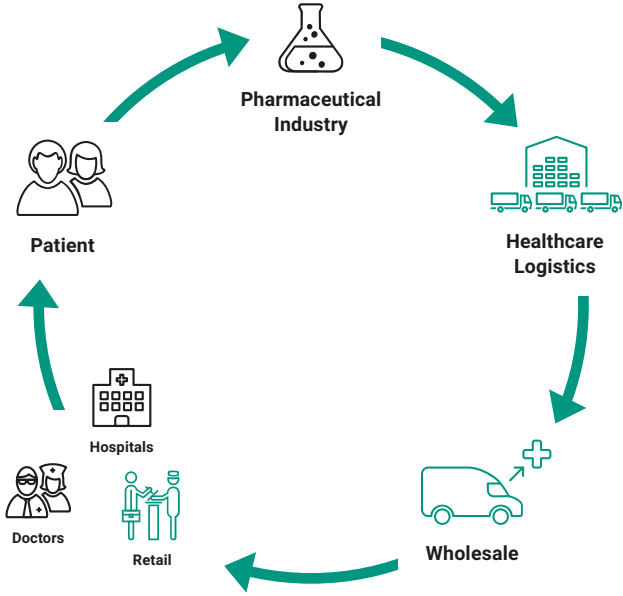
In pharmacy retail, the PHOENIX group operates more than 2,700 of its own pharmacies in 15 countries – of which over 1,500 operate under the corporate brand BENU. In addition to Norway, the United Kingdom, the Netherlands, and Switzerland, the company is also heavily represented in Hungary, the Czech Republic, Slovakia, Serbia, Montenegro, Romania, and the Baltic markets. Our more than 20,000 pharmacy employees have around 160 million customer contacts each year. They dispense approximately 375 million drug packages to patients and advise them on issues concerning pharmaceuticals and general health.

Pharma Services provides services along the entire pharmaceutical supply chain. The "All-in-One" concept stands for a comprehensive range of services that benefits drug manufacturers, pharmacies, and patients alike. The PHOENIX group takes on the entire distribution process for the pharmaceutical industry as desired and provides a first-class basis for decision-making with its business intelligence solutions.

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LINK BETWEEN MANUFACTURER AND PATIENT



WHOLESALE



> As a wholesaler, the PHOENIX group ensures that the drugs and health products of pharmaceutical manufacturers are delivered to pharmacies and medical institutions both quickly and reliably. The PHOENIX group also supports independent pharmacies in Europe, offering various services to increase customer retention.

PHARMA SERVICES



> PHOENIX Pharma Services offers a wide range of services along the entire pharmaceutical supply chain. Our Business Intelligence products also enable pharmaceutical manufacturers to make the right decisions and focus their attention on the development and production of superior drugs. The PHOENIX group takes care of everything else.

RETAIL



> In pharmacy retail, the PHOENIX group is responsible for directly supplying the general public with pharmaceuticals and health products. The comprehensive and professional advice provided by our pharmacy staff is of the highest quality and accompanied by the best possible customer service.

**HEALTH-
CARE
THAT FITS
INTO YOUR
LIFE**

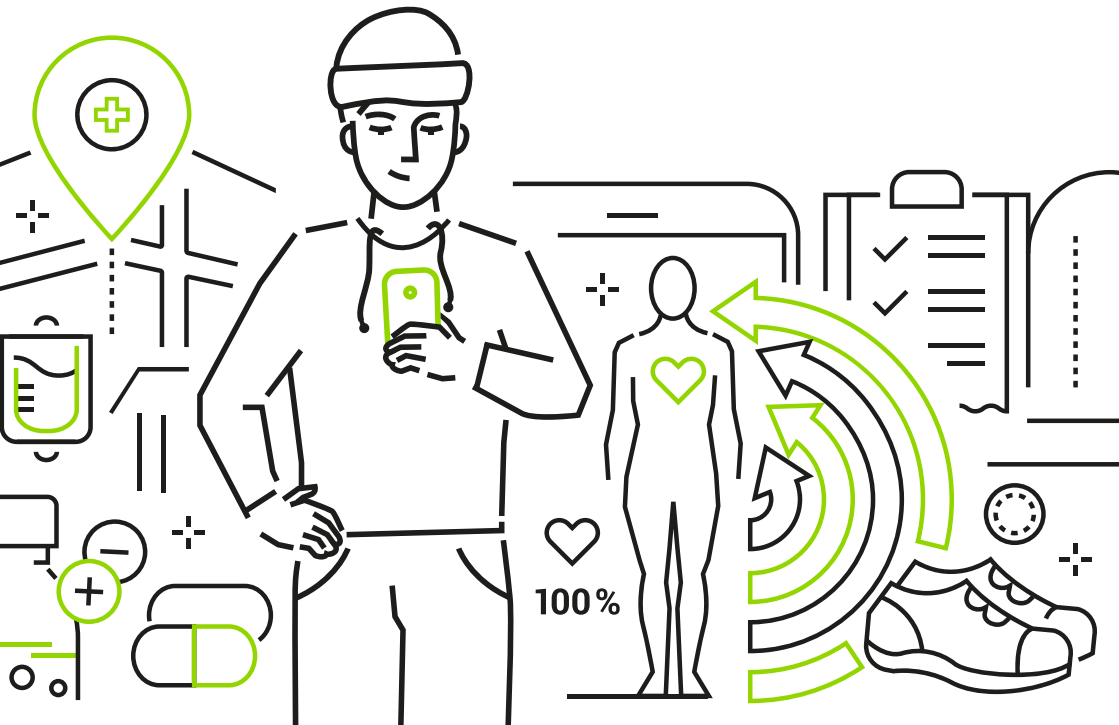
People are becoming more health aware. In response, we are expanding our range of services for pharmacies, wholesale, and pharmaceutical manufacturers. For personal healthcare that fits into your life.

01

So easy



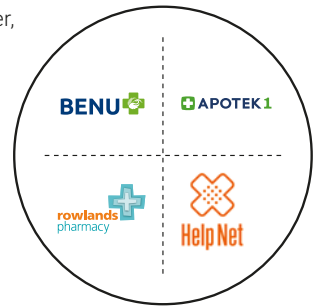
Individual consultation and digital simplicity. To connect the two, we support community pharmacies in Germany with our “deine Apotheke” concept. Thanks to a smartphone app, customers can stay informed wherever they are and locate their nearest pharmacy quickly. Drugs and health products can be pre-ordered online – and soon via e-prescription too. Even PAYBACK loyalty points can be collected and redeemed digitally. Also, the first and only women’s magazine available in the community pharmacies is “deine Apotheke” including features on health, fashion, and entertainment. Throughout Europe, we are developing similar offerings, such as smartphone apps, for pharmacies and end customers. This reflects our guiding principle “Become digital – remain a pharmacy”.





Keeping it personal

Bright and friendly. At the BENU pharmacies, everyone feels welcome. That is why the new store concept, launched throughout Europe, is also being introduced in the other PHOENIX pharmacy chains. The open room design offers a variety of modern technologies, as well as space for personal consultations at separate tables. Interactive offerings are displayed on screens. As a wholesaler, we pass on successfully trialled measures like these directly to the independent pharmacies in our pharmacy cooperation programmes. An exchange of ideas that ultimately helps patients rely on highly individualised care.

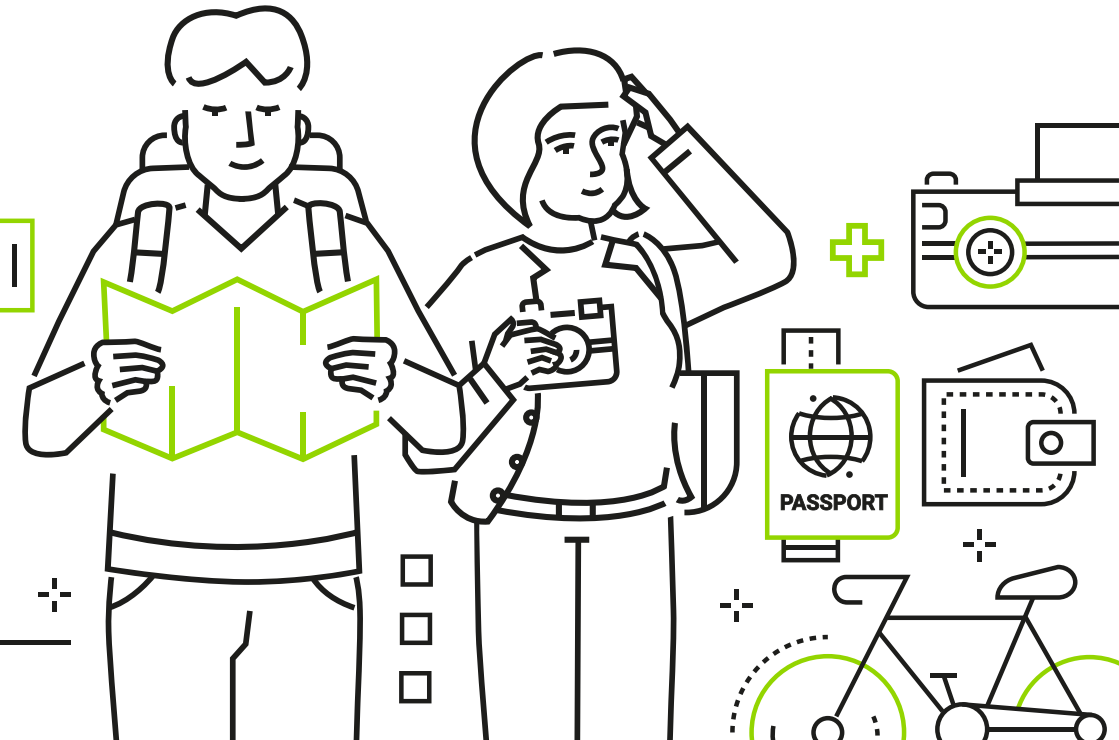




Simply stress-free



Just in case. In more than 2,700 pharmacies, PHOENIX provides a broad spectrum of services. From diabetes advice to blood pressure and blood sugar measurements, as well as flu vaccinations. The new travel health service provided by Rowlands Pharmacy in the United Kingdom even helps customers with a stress-free preparation of their holidays. Patients book a telephone consultation online with a qualified care staff member and receive a personalised travel health plan. They then visit the pharmacy, where they receive vaccination advice from the pharmacist as well as the prescribed vaccinations. We support our customers throughout their lives, in every situation.





a range of services to keep you healthy

 Minor Ailments Service	Inhaler Service	 Prescription Collection Service	 Needle Exchange Service	 Medicines Check-up	 Chlamydia Screening Service	 Blood Pressure Measuring Service
 Minor Ailments Service	 Emergency Contraception Service	 Prescription Collection Service	 Anti-Malarial Service	 Cholesterol & Lifestyle Analysis	 Health Checks	 New Medicines Check
 Cholesterol Screening Service	 Sexual Health Service	 Diabetes Screening Service	 Healthy Living Advice	 Substance Misuse Service	 Weight Management Service	 Flu Jab Service

Getting well faster



Swift and automated supply. Our new logistics centre for pharmaceuticals and health products is located in Køge, Denmark. It is the largest of its kind in Northern Europe and ensures that drugs reach pharmacies and end customers as quickly as possible. When it comes to health, time is of the essence. At the warehouse in Køge, 1,000 pallets per hour are stored and retrieved in a fully automated process. The building covers 25,000 m² and has space for more than 55,000 pallets. Inside, algorithms based on order history determine the best storage location for each product in order to save time on storage and retrieval. This means that customers at the pharmacies can get well again quickly.





EXECUTIVE BOARD OF THE PHOENIX GROUP



SVEN SEIDEL
Chief Executive Officer



HELMUT FISCHER
Member of the Executive Board
Finance

» With our unique pharmacy and wholesale network, complemented by Health Logistics and services, we are strengthening our position as the best integrated healthcare provider in Europe. In doing so, we always put the satisfaction of our customers and our partners at the heart of our activities.

» To strengthen and expand our market position, we focus on targeted acquisitions. The quality of the cooperation between the business units involved is crucial to success.



MARCUS FREITAG
Member of the Executive Board
Sales and Marketing Pharmaceutical
Wholesale/Pharmacy Solutions

» We support the community pharmacies throughout Europe with our solutions by offering their customers the best service online and offline.



FRANK GROSSE-NATROP
Member of the Executive Board
Operations and Logistics

» Our highly qualified and motivated employees guarantee outstanding performance along the entire pharmaceutical supply chain.



STEFAN HERFELD
Member of the Executive Board
Retail

» We enhance the range of diverse services in our pharmacies on an ongoing basis. Our pharmacies are thus making an important contribution to healthcare.

RESULTS

Key figures of the PHOENIX group		2018/19	2019/20 ¹⁾
Total operating performance ²⁾	in € m	33,045.1	34,517.9
Revenue	in € m	25,812.2	27,326.9
Total income	in € m	2,781.2	2,945.2
EBITDA	in € m	471.1	469.8
Profit before tax	in € m	- 30.8	122.6
Equity	in € m	2,806.6	2,838.6
Equity ratio	in %	33.5	32.5
Net debt	in € m	1,432.6	1,533.2
Company rating (Standard & Poor's) ³⁾		BB +	BB +
Employees (total)		37,140	39,013
Employees (full-time)		29,632	32,009

¹⁾ 2019/20 excluding IFRS 16.

²⁾ Total operating performance = revenue + handled volume (handling for service charge).

³⁾ Company rating for PHOENIX Pharmahandel GmbH & Co KG.

> Total operating performance

€34.5 billion

> Revenue

€27.3 billion

> Increase in total operating performance
compared with 2018/19 of

4.5%

> Increase in Revenue
compared with 2018/19 of

5.9%

In fiscal year 2019/20, the PHOENIX group once again grew more strongly than the market as a whole. We improved our total operating performance and revenue. We also became Europe's leading pharmacy operator after taking over pharmacies in a number of European countries.

All of this is promising for the future: on the basis of a refined strategy, the PHOENIX group intends to continue to grow profitably. The operational excellence of our core business, a consistent focus on processes, and the expansion of our international and interdisciplinary cooperation, among other factors, will play an important role in helping us achieve this objective. In addition, we want to take advantage of the opportunities presented to us by digitalisation in order to intensify our focus on the needs of end customers.

THE PHOENIX GROUP AT A GLANCE

EQUITY RATIO (EXCLUDING IFRS 16)

32.5%

TOTAL OPERATING PERFORMANCE

34,518
€ MILLION

> 39,000
EMPLOYEES



≈ 375 MILLION
DRUG PACKAGES
TO PATIENTS / YEAR

> 13,500
PHARMACIES IN
COOPERATION
AND PARTNERSHIP
PROGRAMMES

AROUND 160 MILLION
PATIENT CONTACTS
PER YEAR
IN THE
PHARMACIES



TOP
1

PHARMACEUTICAL
WHOLESALE
IN 13 COUNTRIES

161

DISTRIBUTION CENTRES

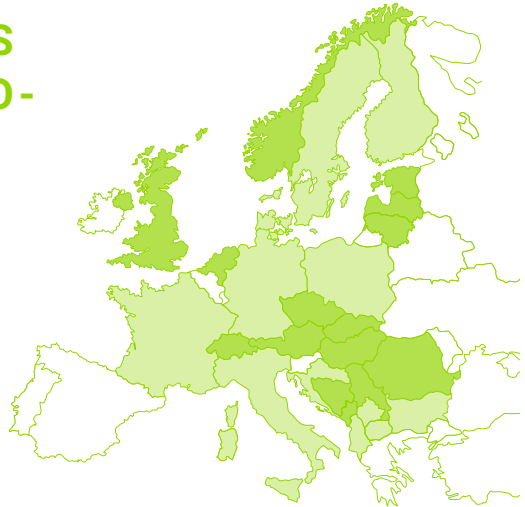


MORE THAN

2,700

PHARMACIES

**PHOENIX GROUP IS
ACTIVE IN 27 EURO-
PEAN COUNTRIES,
THEREOF WITH
A PRESENCE IN
WHOLESALE
AND RETAIL IN
15 EUROPEAN
COUNTRIES**



NUMBER OF PHARMACY CUSTOMERS IN PHARMACEUTICAL WHOLESALE:

60,000

AROUND

OUR UNDERSTANDING OF SUSTAINABILITY

We take a holistic view of sustainability. The harmonious interaction between the economy, the environment, and social responsibility is an essential foundation for sustainable business success. This applies to all divisions of the company and to each of the countries in which we operate.

Our areas of responsibility

To manage and drive forward the PHOENIX group's sustainability activities in a structured way, we have defined four areas of responsibility.

Value creation for customers and the company:

The essential issues for our own value creation are adherence to quality standards, laws, and guidelines comprehensive availability of drugs, secure processing of customer data, cooperation to combat counterfeit pharmaceuticals, product responsibility, customer satisfaction, economic stability, and our responsibility along the supply chain.

Environmental protection:

We are able to make a considerable contribution towards environmental protection by continuously reducing pharmaceutical waste, lowering our consumption of resources, ensuring our buildings are energy efficient, and making sure our transport logistics are as clean as possible. We accurately record the greenhouse gas (GHG) emissions that we produce and work to steadily minimise them by optimising route planning and using alternative drive systems.

Support of employees:

It is our aim to create an attractive and secure work environment for all our employees. This is the only way we can retain talented people in our company for the long term. To this end, we invest in their further training and development in the form of Europe-wide programmes. Our activities in this area also focus on ensuring fair working conditions, a remuneration model based on equal pay, diversity and equal opportunity within the company, and workplace health and safety.

Commitment to society:

We have brought together our social commitment measures under the motto "Together for a healthy future for children". Our action is primarily focused on the health of children and on supporting pharmaceutical research. We strictly adhere to the relevant laws and standards, our anti-corruption guidelines, and the applicable guidance on donations and sponsorship requests.

GROUPWIDE SUSTAINABILITY GOALS

VALUE CREATION

Commitment

Integration of sustainability into our supply chain

Sub-goal

- Inclusion of sustainability-related questions in the customer satisfaction survey

SOCIETY

Commitment

Together for a healthy future for children

Sub-goal

- Development of a corporate citizenship strategy by 2020; concentration of our social commitment activities

EMPLOYEES

Commitment

Promotion of healthy working conditions and a culture of respectful cooperation

Sub-goals

- Increase in employee commitment of 8 per cent by 2020
- Reduction of the illness rate by 8 per cent from three-year average by 2021/22

ENVIRONMENT

Commitment

Reduction of negative impacts on the environment

Sub-goals

- Introduction of sustainable carrier bags to our pharmacies
- Optimisation of route planning and reduction relative to business growth, taking account of environmentally friendly considerations

PHOENIX group sustainability report

Each year, the PHOENIX group reports on its targets and measures in an independent sustainability report that meets the guidelines (GRI Standards) of and is audited by the Global Reporting Initiative (GRI). The report contains the key performance indicators (KPIs) for all subsidiaries of the PHOENIX group and shows a three-year comparison of the figures. The CSR report for the current reporting period will be published on 31 July 2020. <https://www.phoenixgroup.eu/en/sustainability/sustainability-report>

FINANCIAL CALENDAR 2020

Please consult our calendar for the most important announcement dates:

- 23 June** Quarterly statement February to April 2020
- 24 September** Half-year report February to July 2020
- 17 December** Quarterly statement February to October 2020

IMPRINT

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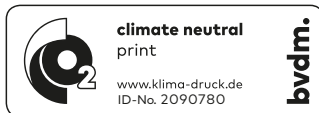
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The mark of
responsible forestry

