

# Index

- Active product ingredients (API), 55–56
- 2030 Agenda for Sustainable Development, 1
- Agtech Food Manufacturing, 73–74
- Agtech Freeze Drying, 74
- Agtech Global Group of Companies, 73–74
- Agtech Natural Resources, 73
- Animal health, 77–78
- Antinori (Italy), 20
- Awareness, 6
- Ayinger am Platzl*, 27
- Ayinger in der Au*, 27
- Ayinger inns*, 29
  
- Barone Ricasoli (Italy), 20
- Bi PHiT*, 34–35
- Bullseye approach, 16
- Businesses, 1–2
  
- CanSino Biologics Inc., 62–63
- Château de Goulaine (France), 20
- Chaudhry, Ejaz Ahmed, 45
- Coalition for Epidemic Preparedness Innovations (CEPI), 62
- Cofepris, 63
- Commercial fertiliser, 77
- Community engagement, 5–6
- Contract manufacturing organisation (CMO), 63
- Convertibility Plan of 1991, 57
- Convidencia® vaccine, 63
- Corporate social responsibility (CSR), 34
- COVID-19 pandemic, 2, 55
  - social and economic impacts, 3
- COVID-19 Tools Accelerator (ACT-A), 62
  
- Credit Suisse Research Institute (CSRI), 23
- Customer relationship management (CRM), 52
  
- Decision-making rights, 15
- Dromex, 55, 61
- DrugMex, 9, 55, 57, 59–60, 67
  - beginnings and early years, 57–58
  - business model and SDG#3 target 3.3, target 3.b and target 3.d, 65–67
  - and COVID-19 Vaccine 2020, 62–64
  - founder and partners in business, 58–59
  - historical development, 59–60
  - inception, 59
  - Latin American macro environment and pharmaceutical industry context, 61–62
  - products and services, 56–57
  - SDG#3, 60–61
  - vision and mission, 56
  
- Education, 6
- Ethical supply chain management, 6
- European Commission, 14–15
  
- Family businesses, 1–2, 5–6, 13, 16
  - community engagement and local empowerment, 5–6
  - countries, 21–23
  - enhancing access to healthcare, 5
  - ethical supply chain management and philanthropy, 6
  - health and safety in workplace, 5
  - importance of, 3

- innovation, education and awareness, 6
- key characteristics, 16–18
- long-term planning and legacy, 6
- promotion of healthy lifestyles, 5
- with structural or process lens applied, 14
- around world, 18–21
  
- Gavi The Vaccine Alliance, 62
- Good health, 3
- Good manufacturing practices (GMPs), 59
- Gross domestic product (GDP), 1, 18–19
  
- Health
  - and food, 77
  - and safety in workplace, 5
- Healthcare, enhancing access to, 5
- Healthy lifestyles, promotion of, 5
- Hoshi Onsen Chojukan (Japan), 20
- Hospitality HR Award 2018, 39–40
- Hospitality HR Award 2021, 39
- Human resource (HR), 39
- Humic fulvic concentrate (HFC), 77
  
- Innovation, 6
- Inselkammer, Peter, 31–32
  - family era, 30
  - management, 31
  
- Josefa Bar & Coffee*, 27, 32–33
  
- Kikkoman (Japan), 21
- Kommanditgesellschaft (KG), 29
  
- LATAM Pharma representative, 63
- Latin-American culture, 61
- Lawns, 76–77
- Legacy, 6
- Local empowerment, 5–6
- Local entrepreneurs, 58
- Long-term planning, 6
  
- Marias Platzl am Mariahilfplatz*, 27
  
- New Platzl Building, 31
- New South Wales (NSW), 75
- Nishiyama Onsen Keiunkan (Japan), 20
- Noble Care Malaysia Sdn Bhd, 43
  - aligning family business with SDG#3, 51–52
  - background to, 43–45
  - business model and SDG, 48–49
  - challenges of working with SDG#3, 52–53
  - clan behind business, 45–46
  - family business philosophy and values, 46–47
  - milestones, 51
  - SDG#3, 47–48
  - staff in action, 49–50
- Noble Care Retirement Resort (NCRR), 46–47, 51
- North America Free Trade Agreement (NAFTA), 61–62
  
- Pfistermühle* restaurant, 29
- Philanthropy, 6
- Plant Doctor, 71, 82
  - background to, 73–75
  - business and greater good, 81
  - challenges of working with, 80–81
  - key activities, 76–78
  - mission of, 71–72
  - products and services, 72–73
  - reporting impact, 78–80
  - SDG#3 and, 75–76
  - SDG#3 and plant doctor stakeholders, 78
- Plants, 76–77
- Platzl Hotel am Platzl*, 27
- Platzl Hotels*, 27, 30, 32–33, 42
  - birth of, 31
  - business model, 38–39, 41–42
  - challenges of working, 41
  - employee canteen, 36
  - employee rates, 36

- excellent training in hotel industry, 41
- exterior view, 28
- free cleaning, 36
- key milestones, 32–33
- networks and awards SDG#3 good health and well-being, 39–41
- philosophy of Platzl family, 37–38
- products and/or services, 30
- SDG#3 good health and well-being and, 33–38
- staff room, 36
- training, 37
- Platzl Karree Boden & Bar*, 27, 32–33
- Platzl sport for body and soul, 35–36
- Platzl sport with personal training, 34–35
- Platzl theatre stages, 30
- Resource constraints, 7
- Richard de Bas (France), 20
- Sustainable Development Goal 3 (SDG#3), 3–5, 56, 71
- Sustainable Development Goals (SDGs), 1–2
  - challenges facing businesses, 7–11
  - family business, 5–6
  - key aspects, 10
  - methodological approach, 10–11
- TOP Ausbildungsbetrieb, 40–41
- United Nations Children’s Fund (UNICEF), 62
- United States-Mexico-Canada Agreement (USMCA), 61–62
- Well-being, 3
- World Health Organisation (WHO), 62
- World Racket Centre (WRC), 46–47
- Zildjian (Turkey/United States), 20–21