



## Environmental, Social and Governance Statement

Our aim is to be the world leading patient-centric digital healthcare provider. We exist to enable accessible, exceptional healthcare whenever and wherever our customers need it.

### Introduction

Pharmacy2U's core mission is to help make the lives of our patients happier and healthier. Our efforts to build a more sustainable business are central to this. We are doing well at setting clear targets and key objectives, and we regularly review how they align with and feed into the overall vision and mission of the business. However, a strong business is one that is inherently sustainable, and we will continue to focus on these efforts in the years ahead. We believe that Pharmacy2U has an important role to play generating social value for the communities we serve – ranging from providing guidance and training to our employees, helping our customers, especially those from under-represented communities, and actively engaging with our supplier base, upstream and downstream to develop the Green Economy.

FY25 has seen a continued commitment to the B Corp process, and this is ongoing into FY26 also, however the principles of the standard around sustainable growth that protects the people and the planet is the focus of our ESG strategy.

Our overall strategy seeks to leverage the opportunities and benefits from a well-developed ESG framework.

### ESG strategy

At Pharmacy2U, we apply an OKR methodology to ensure clarity, alignment, and measurable progress across the business. We set our goals on a half-yearly basis, with quarterly focus areas that drive momentum and accountability. Importantly, our ESG objectives underpin every company objective, ensuring that environmental, social, and governance considerations remain at the forefront of all decisions we make. This approach guarantees that our strategic objectives Customer Growth, Operational Excellence, Trusted Healthcare Brand, Digital Innovation, and Great Place to Work, are not only achieved but are delivered responsibly and sustainably, reinforcing our commitment to long-term value creation and positive impact.

The Pharmacy 2U strategy is sustainable growth that considers both people and the planet and this means as a business we will:

- Measure and understand our carbon emissions.
- Reduce our emissions in line with the UN Race to Zero and 1.5°C global temperature rise from preindustrial levels.
- Verify our targets through the Science Based Targets Initiative (SBTi).
- Reduce Energy Consumption and look at ways of generating our own energy.
- Create a circular business model based on elimination of resources we do not

need to use and the reduction, re use and recycling of other resources.

- Foster a culture of Equality Diversity and Inclusion.
- Meet and exceed ethical standards of business practice.
- Always protect our customers data.
- Engages with staff, suppliers and customers to support our journey.
- Create a culture of Nature positivity within our business and with stakeholders. This means making the most of our green spaces and supporting Nature Projects both locally and nationally.
- Meet the standards of B Corp and continuously improve each year.

Pharmacy2U published its first ESG statement in 2022 as part of its Annual Accounts and subsequently we have published an update each year. FY25 has seen a shift in strategy away from carbon neutrality towards a focus on aligning our strategy with key stakeholders towards a Net Zero Target by 2040. Whilst we will still consider offsets, these will be considered as community and charitable donations rather than purchase to offset any emissions or where we absolutely cannot reduce emissions any further.

The focus therefore moving forward will be the organic reductions in Carbon Emissions towards our ultimate target of Net Zero with 2025 being used as our base year. Our intention after Scope1, 2 and 3 was measured in FY25 is to set an ambitious target of 10% reduction in Carbon each year starting in FY26.

Our key aims and objectives are detailed below under the E, S and G pillars remain the same. Delivery on these serves to strengthen our engagement and relationships with our key stakeholders.

Environmental	Social	Governance
<b>Committing to reduction in our Environmental Impact through a circular business model, energy, waste and carbon reduction and identifying and implementing technology across all operations that support our efficiency and carbon reduction targets</b>	<b>Continuing to foster a diverse, open and inclusive work environment for colleagues to develop and thrive in their roles and to consider people in every decision we make as a business</b>	<b>Maintaining high ethical standards through a strong Code of Ethics and Business Conduct, ongoing ethics training, operating with all relevant laws and regulations and through executive leadership that identifies and mitigates risk and promotes a culture of integrity</b>
Reducing energy consumption and carbon emissions and contribution to climate change	Attract, nurture, and retain talent by compensating fairly, offering options for continuous learning and advancement	Improve patient health outcomes by driving medication adherence and providing support to empower our customers to take control of their own health

Improve efficiency and recyclability of our products by integrating circularity principles into our design process and campaigns to change behaviour among end users	Create an inclusive workplace where our employees feel supported and motivated to innovate, create and thrive	Contribute to local development through (1) community investments; (2) charitable donations and (3) employee volunteerism
Work with all stakeholders to increase the sustainability of the industry, and transition to a circular economy	Continual focus on support, wellbeing, and health and safety to keep our people safe and well	Continuous monitoring of Cyber threats and mitigation of these within the business to protect customer data

## Environmental

Decarbonising our operations and improving the ‘circularity’ of our products.

### Scope 1, 2 and 3 emissions

One of Pharmacy2U’s continued commitments is to reduce its contribution to GHG emissions and climate change.

In FY25, the company Scope 1 emissions reduced by 17.2% from 47.61 tCO<sub>2</sub>e to 39.47 tCO<sub>2</sub>e. Our total gross tCO<sub>2</sub> emissions (including grey fleet Scope 3 emissions) decreased from 357.36 tCO<sub>2</sub>e to 335.6 tCO<sub>2</sub>e, our intensity ratio of tCO<sub>2</sub>e/Turnover improved from 1.79 to 1.05.

The calculated Scope 1, 2 and limited scope 3 emissions from Pharmacy2U Ltd are included in our SECR reporting of the company which is disclosed within the Streamlined Energy and Carbon Reporting (“SECR”) Disclosure. Under SECR guidelines, we must report our emissions in consumption from the grid, however, the company has ‘Green Tariffs’ for all electricity contracts and therefore, the actual emissions could be considered much lower. Taking the ‘market’ based approach to Scope 2 Emissions would see our footprint drop to 69.35 tCO<sub>2</sub>e.

The total emissions for the business in FY25 have been calculated based on a spend methodology and this will be used as a benchmark for future reductions.

The decarbonisation actions currently being pursued by us are:

- Upgrading sites at Bardon and Victoria Road with more efficient technologies and equipment in line with Energy Saving Opportunities (ESOS) audits done at Pharmacy 2U.
- Promoting energy saving actions and behaviours across all sites.
- Reducing waste through better segregation at all sites and improved recycling.
- Working with Suppliers to both Increase the recycled and recyclability % of our packaging and reduce the footprint associated with the supply chain to reduce our impact on the environment.

- Working with delivery partners to reduce delivery impact and increase percentage of delivery via electric vehicle fleet and investigating carbon neutral deliveries.
- Working with Customers to find innovative solutions for end-of-life recycling for supplied medication and packaging.

### **Working with suppliers to look at more sustainable packaging & solutions**

The company continues to work with key suppliers to reduce the impact of goods & packaging within the business but there are no new initiatives to report in FY25.

### **Waste management**

New regulations in the form of the Simpler Recycling regulations which came into force on 31st March 2025 means all business must better segregate waste to improve recycling. Whilst Pharmacy 2U already segregated waste, the new regulations helped us focus our attention on better segregation to improve what we already had in place. This has led to further reductions in waste and improved recycling performance across the business. We are actively looking new initiatives to further reduce waste and improved our current recycling percentage across the business from the current 80%.

### **Energy management**

Pharmacy 2U is obligated under the Energy Saving Opportunity Scheme (ESOS) and this means every 4 years we are obligated to undertake Energy Audits and look at the best way to implement some of these measures. To do this in the business we have set up an Energy Team to look at Energy use within the business and decide which measures can be implemented and on what timescale based on the cost, energy saving, carbon saving and ROI.

### **Working with delivery partners to reduce delivery impact**

Pharmacy2u are always conscious that the impact of delivery options is a key part of our carbon reduction journey and for this reason we both optimise the package sizes so that medication/orders can be sent out in the smallest package available and that we choose the best option around environmentally for delivery. Royal Mail has been the first choice for this reason and currently they confirm a footprint of 165g per package which is the lowest available to us. In addition, 31% of their routes are now confirmed as Zero Carbon routes. We continue to work with them to improve this area of the business.

### **Working with stakeholders to increase the sustainability of the industry**

The transition to a circular economy is a long-term challenge due to the unique technical and market-based challenges. The number of parties involved in the manufacturing and distribution processes leads to limited solutions currently. However, the marketplace (customers and end-consumers) is increasingly signalling a preference for sustainable packaging and a focus on closed-loop recycling.

We regularly engage with our customers on their sustainability requirements and preferences, including through our annual customer survey which includes a sustainability section.

We regularly engage with suppliers on the packaging and pack sizes to reduce the impact of this on our business and the industry. The forthcoming Original Pack Size (OPD) directive which allows Pharmacies to overprescribe by up to 10% in certain conditions should reduce medical waste within the sector as this eliminates any wastage between prescribed

medication and available pack sizes from the manufacturer.

Key achievements in FY25/	Current focuses	Targets and KPIs for 26
<ul style="list-style-type: none"> <li>• Reduced Scope 1 emissions by 17%</li> <li>• Reduced Gross emissions by 6% (scope 1, 2 and limited 3)</li> <li>• Commitment to 'Net Zero' by 2040 in line with Stakeholders</li> <li>• Measured Scope 3 Emissions</li> </ul>	<ul style="list-style-type: none"> <li>• Reducing Scope 1, 2 and selected scope 3 emissions</li> <li>• B Corp Assessment</li> <li>• Assess Energy Saving Opportunities across the business</li> </ul>	<ul style="list-style-type: none"> <li>• Reduce Carbon Footprint by 10% for FY26</li> <li>• Validate Net Zero with SBti</li> </ul>

## Social

Last year we introduced a People Strategy with our vision - “We are committed to ensuring we have an inclusive, high-performing and engaged team to deliver our ambitious and purposeful business plan, that puts our people at the heart of everything we do.” We continue to work to this strategy.

### Attract, engage and retain our talent

Our People Strategy aims to design and deliver a People Plan that attracts, engages, and retains diverse and high-performing teams and allows Pharmacy2U to meet its ambitious and purposeful business plan.

Our plan has 3 strategic pillars:

- **Attract** the best & most diverse talent to help us achieve our mission.
- **Engage** and empower our team to deliver their best work.
- **Retain** and grow our team to have a fulfilling career at Pharmacy2U and beyond.

### Attract

We continue to review our recruitment processes and procedures to ensure we achieve our ambitious roadmaps within our Equality, Diversity and Inclusion strategy. Regular touch point meetings for our new starters, ensure they feel engaged in their first few months of employment and beyond.

For FY26 our objectives focus on redefining onboarding to create a seamless, engaging, and empowering start for every new team member. Which will maintain inclusive hiring and onboarding practices; build a strong employer brand; and target candidates who align with our vision, mission, and values.

### Engage

Our core values underpin our commitment to ESG principles, fostering a culture of

sustainability, responsibility, and ethical governance. By aligning our values with environmental, social, and governance priorities, we are better equipped to drive positive impact for our stakeholders and the communities we serve.

Through our employee newsletters, we actively share and celebrate our ESG achievements, keeping our team informed and engaged in our ongoing commitment to sustainability, social responsibility, and strong governance practices.

We continue to encourage current employees to refer qualified candidates through our employee referral policy, tracking the number of hires that come through employee referrals.

We actively measure Time to Hire (TTH) and Candidate Experience, helping us balance efficiency with a positive journey for applicants.

We carry out annual Colleague Health Check surveys, which is Pharmacy2U's branded employee satisfaction survey. This provides the company with feedback on both improvements implemented as well as others required. The results are presented to the Board and wider business. We were pleased to see the same level of engagement in terms of number of colleagues responding, along with a 17-point increase from our previous eNPS score, 70-point increase from our first survey in October 2022, 35% up the eNPS scale. 82% of colleagues confirmed they are happy in their role, with almost 87% of colleagues confirming that they feel supported by their line manager / team leader.

We maintained our 'Great Place To Work®' certification for the second year running and saw improvements in all areas. Our employees shared their experiences of Pharmacy2U as an employer around trust, respect and fairness and we couldn't be prouder of this achievement again. Our people make the great work we do possible, and it's an honour to receive this certification once again.

Both our internal satisfaction survey and 'Great Place To Work' are followed by our 'You Said, We Did' report which provides a summary of the suggestion's employees stated that we should undertake, and the resultant actions, including areas we are still developing.

Our 12-month employee retention target was set at 85%, and we are proud that we have successfully achieved this target over the course of the year.

We have monthly 'Great Place To Work Committee' meetings where employees can ask questions directly to members of the senior leadership team and help further develop our charity initiatives. This is complemented by our regular employee updates and 'all hands meetings'.

All communications and videos are shared electronically, which acts as a source of reference for our brand, values, policies, and procedures.

Our employees are recognised and rewarded through employee's appreciation days, core values awards, Great Place To Work hero awards, departmental recognition and shout outs at all hands.

## **Create a culture of inclusion, belonging and continuous improvement**

At Pharmacy2U, our vision is to strive for a culture where everyone is proud to be themselves: our patients, our team members, and the communities we support.

Because we see power in our differences. And by learning from diverse ideas and views, we can make Pharmacy2U a welcoming place for all.

Pharmacy2U is a Disability Confident Committed Employer demonstrating our commitment to ensuring that the recruitment process is inclusive and accessible; that it extends opportunities to those with disabilities and provides support and makes reasonable adjustments to enable any existing employee who acquires a disability or long-term health condition to stay in work.

We are also a signatory to the 'Armed Forces Covenant,' an official commitment to ensure that those who serve or have served in the Armed Forces, and their families, are treated with fairness and respect in the communities they serve.

Our Equal Opportunities Policy is supported by equality and diversity training for our all managers and our team members.

Flexible and agile working is core to our way of working. We understand that it is an important component of retaining talent, increasing employee engagement, and enhancing personal wellbeing. We provide enhanced paid leave for maternity, paternity and adoption, alongside occupational sick pay. In addition to this we have extended our family friendly benefits launching parental bereavement leave and fertility leave.

We are committed to supporting the challenges working carers experience in combining their role and caring responsibilities our policies were updated following the introduction of the Carers Leave Act April 2024.

We continue to work closely with our menopause champions and run regular menopause café's, creating a supportive and inclusive environment for employees. As a healthcare provider we are able to provide our teams easy access to medical guidance and also healthcare resources and products.

We ensure that our applicant tracking system and HRIS system supports the collection of demographic data and reporting.

Creating an inclusive workplace is a shared responsibility. We rolled out EDI training for all employees, to support a culture where everyone feels safe, respected, and valued. We continue to invest in this area and are rolling our face-to-face EDI training for our leadership team in addition to this for FY26.

An external partner Queerify delivered thought-provoking EDI sessions, with strong participation helping us move closer to official certification and reinforcing our commitment to a safer, more inclusive workplace.

We're expanding our suite of approved software to include tools that better support neurodiverse needs. For FY26 our key focus areas for our Equality Diversity and Inclusion strategy are:

- Build a consciously inclusive, equitable, and safe business culture at Pharmacy2U that empowers every individual and supports their growth. We aim to create a great place to work that is committed to embedding EDI practices and habits into the heart of business operations, supporting individual needs, and nurturing true allies. We are committed to a culture and environment where all colleagues feel safe to be themselves without fear of stigma.
- Attraction & Talent - We are committed to a fair hiring process that attracts and develops the best and most diverse talent – because at Pharmacy2U, our differences are our strengths.

- Community & Partnerships - We will use our privilege to support diversity and inclusion in the wider community, helping to break down systemic barriers and make a difference for the future.

## Wellbeing

We continue our wholistic wellbeing focus and initiatives, ensuring we consider social; environmental; mental; financial; and physical wellbeing. Our commitment to continually reviewing our total rewards package continues, we have launched additional benefits for our teams which includes:

- Additional anniversary awards - to recognise our employees dedication and tenure.
- Career break - providing an opportunity for personal development or other pursuits.
- Compassionate leave - providing a broader and more inclusive framework for supporting employees through various challenging circumstances.
- Introduced core hours - to support our employees to manage your work life balance.
- Enhanced jury service pay - to support employees during this time.
- Increased pension contributions - to support financial wellbeing and help build a stronger future.
- Additional salary sacrifice window - providing more chances to save on tax and NI while contributing to the pension pot.
- Phased return after parental leave - to support a smoother transition back to work.
- Further enhancements to paid sickness absence policy, covering both long- and short-term absence, paid time off for medical appointments allow employees to take control of their health without financial repercussions.
- Increased volunteering days - so employees can give back to what really matters to them.

These reviews further strengthen our competitive total rewards package which is designed to deliver meaningful benefits and support for our people, this includes:

- Life assurance we feel it important for our teams to know if the worst was to happen, and they experience death in service, they have the reassurance that a loved one would be supported financially.
- Health cash plan, which is a cash-back offer to proactively and reactively support their health and well-being in the current economic climate.
- A buying and selling annual leave scheme aimed at giving our employees more flexibility and control over their time off.
- Employee discount on our Pharmacy2U Online Doctor services. The health and wellbeing of our employees is incredibly important to us here at Pharmacy2U. We believe that when you feel your best, you can do your best work, and that's why we're committed to supporting our teams in every way we can. Their health and wellbeing are our priority, and we're here to provide the resources and care they

need to stay healthy, happy, and fulfilled, both at work and beyond.

- Employer Salary Advance Scheme (ESAS), which allows for colleagues to access some of their salary before their regular payday, without incurring any additional fees.
- Employee reductions on health and beauty purchases, an employee referral scheme, and an employee recognition programme. These benefits, coupled with the 'Blue Light' cardholder discounts, help towards everyday living costs.

We continue to recruit more wellbeing ambassadors around the business (MHFA, Menopause Champions, Men's health champion). They are on hand to help our colleagues who wish to discuss any concerns, whether mental, physical, environmental, social, or financial.

We encourage our teams to participate in health and wellbeing initiatives such as desk yoga, movement hours and team activities.

We have a wellbeing hub on our intranet which signposts access to mental health support via simply health, health and wellbeing support through Help @ hand, wellbeing days and employee assistance programme.

Our physical spaces continue to be incredibly important to our teams, we have lots of collaboration spaces and quiet and wellbeing rooms across all our sites, outside seating spaces, office greenery plus lots more. We were committed to ensuring our employees had the best tools to enable them to perform at their best and have seen new technology across the business.

We've launched our refreshed brand identity, complete with updated assets that are easily accessible to everyone. It was great to ensure our employees were heavily involved in this brand update.

For FY26 our objectives focus on unifying our workstreams to achieve Carbon Zero; embedding ESG in everything we do. Empowering progress by strengthening our Equity, Diversity & Inclusion framework. In addition to providing the right resources to help every team get back on track and thrive.

## **Retain**

We are striving to provide our team with a clear Reward, Recognition & Pay Strategy, along with clarity on career progression and pathways. We invest in training, support, and mentorship to our people, offering a range of career opportunities. We also provide tailored training to management via an externally facilitated programme. These programmes share the common goal of supporting growth, progression and empowering our people to be the best they can be leading their teams to success.

In FY25, we also continued to make use of our Apprenticeship Levy.

"All of our teams take part in bi-annual performance reviews, where individual objectives are reviewed and assigned, alongside clear development plans.

Our lunch-and-learn programme offers employees the chance to explore diverse topics and actively support their personal and professional growth. For FY26 our objectives focus on strengthening our culture by celebrating achievement, supporting growth, and building a clear path for future success.

## **Stakeholder impact**

We continue to promote employee volunteering through our paid volunteering policy, this has seen our teams come together for tree planting, litter picks, bake sales and farm volunteering.

We have an inhouse incentive and charity team that have worked on lots of initiatives (charity days, community litter picks, swap shop, friendship day, charity days, denotations to local food banks, recognising religious events/memorable and celebration days, colleague appreciation days plus many more).

Our ESG working group collaborates regularly to assess and review our ongoing ESG initiatives, ensuring continuous progress and alignment with our sustainability goals, their role is to champion our mission of striving for the best future for our patients and our people.

We have focused charity events on the requirements of our four nominated charities as voted for by colleagues; we have hosted lots of charity days/events that have enabled colleagues from different areas to come together for great causes.

## **Human rights**

We believe that all businesses have an obligation to prevent slavery and human trafficking. We work to prevent slavery and human trafficking within our business and supply chains.

Our hiring processes seek to ensure our people are alert to the signs of exploitation so that we take the necessary action should issues be identified. This extends to the potential for trafficking and involvement of unlicensed gangmasters.

## **Community investment**

We have built deep trust with our clients over many years, underpinned by the reach and depth of our engagement with them. Our digital platforms enable us to help thousands of people each year. This all contributes to the wider success of the communities in which we operate.

We continue to be deeply committed to giving back to others whenever and wherever we can. This last year, we have raised money for local and national charities, provided clothes and food for foodbanks across the UK and provided, time, money and resources to cleaning up our local communities.

## **Governance**

Pharmacy2U continues to prioritise strong corporate governance and business resilience, rigorously assessing and mitigating risks through well-designed controls and tested business continuity plans. Our ESG Committee reports bi-annually to the Audit and Risk Committee and regularly to the Executive Leadership Team and the Board. This ensures that ESG-related risks and opportunities, including operational resilience, cyber security and climate risk, are embedded in strategic financial planning and in the day-to-day management of projects.

This governance structure also supports our evolving engagement with the investor community, which is increasingly seeking transparent and decision-useful sustainability disclosures.

Our policies are kept up to date, clearly owned, accessible to all colleagues and subject to at least annual review. We provide regular training on our Code of Conduct and Ethics and continue to deliver annual Anti-Bribery and Corruption training to promote consistent,

ethical behaviour across our operations.

Our business continuity and crisis management framework covers core pharmacy operations, supply chain, IT and clinical services. Plans are tested and refined so that we can maintain safe and reliable services for patients and customers in the face of disruption.

## **Stakeholder engagement**

Understanding and responding to the needs of our stakeholders remains central to how we operate. We maintain regular engagement with investors, providing the Board with insight into investor priorities and questions, and hosting structured meetings to support transparency and trust. We also engage with patients, colleagues, regulators, suppliers and community partners, and use their feedback to inform governance and risk decisions.

## **Whistleblowing, safeguarding and grievances**

Pharmacy2U is committed to conducting its business with honesty and integrity and expects all colleagues to uphold these standards. We foster a culture of openness and accountability, which is critical to preventing and addressing illegal, unethical or unsafe behaviour.

Our Whistleblowing Policy and Grievance Procedure give colleagues clear, confidential routes to raise concerns without fear of retaliation. Concerns can be raised with line managers, our Freedom to Speak Up Guardian or through an independent external whistleblowing service provided by the charity Protect, which operates a confidential helpline. These arrangements reinforce our commitment to transparency, safeguarding and doing the right thing.

## **Cyber and information security**

Against a backdrop of elevated cyber risk in the UK healthcare sector, Pharmacy2U has continued to strengthen its cyber and information security controls in the year ended 31 March 2025. Our objective is to maintain a secure and resilient digital environment that protects the sensitive data of our patients and customers and supports continuity of service.

We successfully achieved the standards set by the NHS Data Security and Protection Toolkit. These achievements demonstrate our capability to manage and protect sensitive health data securely and effectively.

Cyber and information security are standing items on the Audit and Risk Committee agenda and are reported regularly to the Board. This ensures ongoing oversight of cyber risk, technology resilience and the alignment of security investments with our broader business continuity and resilience strategy.

## **Product responsibility and communities**

We remain focused on commercialising our product responsibility in a way that is aligned with patient outcomes and community benefit. We continue to invest in the communities in which we operate, and we are developing a clearer framework to connect these investments to our wider ESG and governance objectives, including access to healthcare, health literacy and digital inclusion.

Key achievements in FY25	Current focuses	Targets and KPIs for FY26
<ul style="list-style-type: none"> <li>• Executive ESG Committee reporting bi-annually to the Audit and Risk Committee</li> <li>• Annual information security training and rollout of Code of Conduct &amp; Ethics for all colleagues</li> <li>• Strengthened business continuity and crisis management, including testing of critical operation</li> </ul>	<ul style="list-style-type: none"> <li>• Reinforcing a culture of business integrity with clear policies and controls</li> <li>• Introducing a Supplier Code of Conduct across the supply chain</li> <li>• Enhancing data governance to enable safe and compliant data use</li> <li>• Establishing a cross-functional Risk Group for principal and resilience risks</li> <li>• Launching an external whistleblowing channel</li> <li>• Growing the Professional Standards Team to support clinical and regulatory compliance</li> <li>• Creating a group-wide Clinical Governance Board for consistent oversight of patient safety</li> </ul>	<ul style="list-style-type: none"> <li>• Expanding climate and ESG disclosures and validating emissions targets</li> <li>• Rolling out the Supplier Code of Conduct to priority suppliers</li> <li>• Implementing a central legal register to strengthen compliance oversight</li> <li>• Establishing an AI Ethics Board for responsible use of AI</li> <li>• Enhancing controls to protect customers from fraud and financial crime</li> </ul>