



# B Corp Impact Report

2026

## A word from our CEO



Josh Bottomley,  
Chief Executive Officer

I am increasingly aware of how far the business has come over the last year and am appreciative of how far we've come together and how much heart, resilience and purpose sits at the centre of Pharmacy2U. It's been a year of real progress not just in what we achieved, but in how we achieved it: with care, integrity, and a shared commitment to doing the right thing for our patients, our colleagues, and the planet.

Last year, we reached an important milestone by becoming a certified B Corp. As a B Corp in the pharmacy and healthcare sector, we're counted among businesses that are leading a global movement for an inclusive, equitable, and regenerative economy. The Leadership Team is incredibly proud of this achievement. B Corp isn't just a badge; it's a promise to operate responsibly, hold ourselves to higher standards, and keep improving year after year.

Over the past year, we fully measured our Scope 1, 2 and 3 emissions. Scope 1 being our direct emissions, Scope 2 covering the energy we purchase, and Scope 3 representing our wider value chain. We also published our Carbon Reduction Plan, giving us a clear baseline as we work towards Net Zero by 2040. Alongside this, we strengthened our environmental management through:

- Improved waste segregation across all sites
- Introduction of new waste streams (food waste, empty blister packs, damaged product waste)
- Establishment of our Energy Team
- Alignment of our environmental strategy with the NHS Long Term Plan for Zero Carbon
- New policies covering waste, energy and water

These steps may not always be visible day to day, but they make a meaningful difference to how we operate and the impact we have.

We also strengthened our People Strategy, aligning our EDI work with our OKRs to ensure clear accountability and measurable progress. We maintained our Great Place to Work® certification for the third year running, and continued to invest in colleague wellbeing, inclusion and development. Our people remain at the heart of everything we do, and we are grateful for the dedication and expertise across our teams.

The B Impact Assessment has been a valuable guide throughout this journey. It's helped us understand where we're doing well, where we can push further, and where we can make the biggest difference. Our verified score of 91.4 is something to celebrate but it's also just the beginning. Continuous improvement is part of who we are, and we'll keep raising the bar as we prepare for the new B Corp standards.

What excites us most is the momentum we're building. We're supporting underserved patient groups, reducing our carbon footprint, strengthening supplier responsibility through our Code of Conduct, and innovating in digital healthcare through Smart Reminders. We're also embedding shared sustainability objectives across every team. Together, we're shaping a future to enable accessible, exceptional healthcare whenever and wherever people need it.

As we look ahead, I'm confident in what we can achieve together. We have a strong foundation, a clear direction, and a team I couldn't be prouder to support. Thank you for everything you've contributed to this journey so far. Let's continue to build on this progress and make the year ahead another one to be proud of.

## Journey to certification

At Pharmacy2U, our aim is to be the world-leading, patient-centric digital healthcare provider, existing to enable accessible, exceptional healthcare whenever and wherever our customers need it. A pivotal part of our journey to certification involves our acquisition of LloydsDirect. Because LloydsDirect were already a certified B Corp, this acquisition provided us with a powerful foundation and a clear blueprint for sustainable business practices. As we integrated LloydsDirect into Pharmacy2U, we were determined to not only preserve this legacy of sustainability but to scale these rigorous standards across our entire, newly combined operation.

We decided to pursue this certification at the overarching Pharmacy2U level because it provides a globally recognised framework to ensure our growth protects both people and the planet. Undertaking this assessment allowed us to formalise our commitment to generating social value for the communities we serve. The Leadership Team is incredibly proud that this commitment resulted in a verified score of 91.4, reflecting our role as a B Corp in the digital pharmacy and healthcare sector and marking an important milestone in our sustainability journey.

### How certification aligns with our business strategy and culture

The B Corp framework naturally complements our core business strategy of sustainable growth. At Pharmacy2U, we apply an OKR (Objectives and Key Results) methodology to ensure clarity, alignment, and measurable progress across the business. Our ESG and B Corp objectives are designed to underpin each company objective, ensuring that environmental, social, and governance considerations remain at the forefront of all decisions. This approach guarantees that our five strategic pillars; Customer Growth, Service Excellence, Trusted Healthcare Brand, Digital Innovation, and Great Place to Work are not only achieved, but are delivered responsibly and sustainably.

### How becoming a B Corp has impacted our business

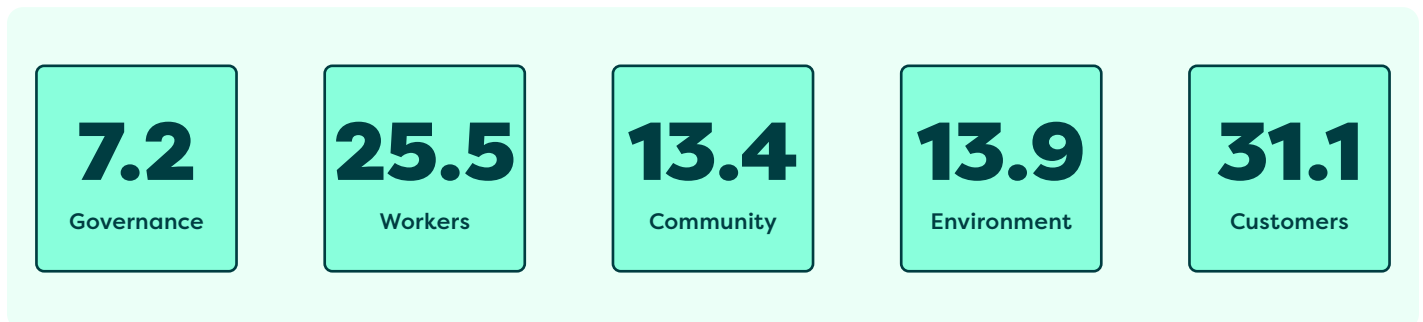
The certification process has fundamentally enhanced how we measure, manage, and mitigate our impact across all operations. Environmentally, it has driven our commitment to achieve Net Zero by 2040 in line with the NHS Net Zero strategy. It has also propelled us to fully measure our Scope 1, 2, and 3 emissions and set ambitious targets that we are currently preparing for validation by the Science Based Targets initiative (SBTi). Socially, the framework has reinforced our commitment to our teams; we have formalised our Equality, Diversity, and Inclusion (EDI) strategy and successfully maintained our status as a Great Place to Work®. From a governance perspective, the B Corp journey has accelerated critical improvements across our value chain, directly leading to the introduction of our Supplier Code of Conduct and a new strategic focus on the nature dependencies of our key suppliers.

Achieving a verified score of 91.4 is a milestone we celebrate, but for Pharmacy2U, it is just the beginning. Continuous improvement is built into our operational DNA. As we look toward our next recertification in 2028, we are actively raising the bar to meet the new, highly rigorous B Corp standards. We will use the momentum we have built to further reduce our carbon footprint in line with the NHS Net Zero strategy, deepen our collaborative engagement with key suppliers, and champion equality and inclusion across our workforce. Ultimately, this ongoing journey ensures that as we innovate to become the world-leading, patient-centric digital healthcare provider, we are creating a resilient, positive future for our patients, our colleagues, and the planet.

## B Corp Score and Goals for Recertification

At Pharmacy2U, our core mission is to help make the lives of our patients happier and healthier. Last year we reached an important milestone on that journey by becoming a certified B Corp – strengthening our commitment to responsible, sustainable, and socially conscious business practices across the pharmacy and healthcare sector.

The B Impact Assessment has been a valuable guide throughout this journey, helping us understand exactly where we are doing well, where we can push further, and where we can make the biggest difference. Our verified certification score of 91.4 provides a transparent look at our baseline performance across B Lab's five historical core impact areas:



Continuous improvement is part of who we are, and we will keep raising the bar as we prepare for the new B Corp standards ahead of our 2028 recertification. Our overarching strategy is sustainable growth that considers both people and the planet, which means our aim goes beyond simply increasing our numerical score. We are actively preparing to transition to the highly rigorous updated B Lab standards.

Under the updated B Lab Standards, the certification framework is evolving to require mandatory continuous improvement across specific environmental, social, and governance impact topics. To ensure we meet these rigorous new standards, we have integrated our B Corp goals directly into our Objectives and Key Results methodology, ensuring that ESG and B Corp objectives underpin every single company decision.

To successfully transition to the new standards, we have identified key opportunities to invest time and resources over the next three years. Rather than viewing our impact in isolation, we are embedding shared sustainability objectives across every team to address our shortfalls and elevate our collective impact.

# Impact Area Plans and Progress

## Governance

Pharmacy 2U committed to the Mission Lock in preparation for B Corp certification. We have updated our Articles of Association accordingly and submitted these to Companies House. During our initial B Corp assessment, our goal was to shift our social and environmental impact from being a secondary consideration to a core operational priority. Over the last 12 months, we completely rewired how the business runs. Today, our ESG ambitions are no longer an afterthought; they physically underpin every single company objective through our OKR (objectives and Key Results) methodology. We also established an Executive ESG committee ensuring these topics are treated with the same importance as financial planning. To manage this cultural shift, we hired a dedicated Sustainability Lead, Alan Dukinfield, to oversee these initiatives. Furthermore, to ensure ultimate transparency and ethical accountability across our operations, we successfully created and implemented a formal external Whistleblowing Policy, providing a secure and trusted channel for raising concerns through our company website.

Beyond our internal operations, we also recognise our responsibility to drive systemic change across the UK economy. Because of this, we are incredibly proud to have signed the Better Business Act, joining a coalition of forward-thinking businesses advocating for a change in UK law to ensure that every company is legally obligated to balance people, profit, and the planet.

| Category                      | What we said                                    | What we did                                                                    | What we're going to do                                          |
|-------------------------------|-------------------------------------------------|--------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Mission Lock                  | Commit to embedding purpose into governance     | Updated AoA and submitted Mission Lock to Companies House                      | Strengthen governance maturity and external audit readiness     |
| ESG integration               | Make ESG a core operational priority            | Embedded ESG into OKRs across all departments; created executive ESG committee | Expand cross-functional ESG ownership beyond leadership         |
| Leadership and accountability | Improve transparency and ethical accountability | Hired sustainability lead; implemented external Whistleblowing Policy          | Enhance ethical risk management across operations and suppliers |
| Advocacy                      | Support systemic change in UK business          | Signed the Better Business Act                                                 | Increase external advocacy and policy engagement                |



## Workers

We committed to a cross-site Health & Safety committee to assess Health & Safety improvements across the business. Accidents and near misses are recorded and analysed, with targets set for reductions in accident rates across all sites.

We launched a highly successful, holistic 'People Strategy' that has transformed our workplace culture. We successfully hit our 12-month employee retention target of 85%. By listening to our team, we saw a massive 17-point increase in our Colleague Health Check eNPS score and proudly maintained our Great Place to Work certification for the third consecutive year. To address financial and social wellbeing, we introduced a suite of new benefits, including the Bereaved Partners Paternity Pay, Employer Salary Advance Scheme (ESAS), Fertility Leave, Compassionate Leave and a Career Break Policy.

| Category           | What we said                              | What we did                                                                                                                                                  | What we're going to do                                          |
|--------------------|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Health and Safety  | Strengthen cross-site H&S governance      | Established H&S committee, tracked accidents and near misses                                                                                                 | Set new reduction targets and expand proactive risk prevention  |
| People Strategy    | Improve retention, wellbeing, and culture | Achieved 85% retention; >17 eNPS score; maintained Great Place to Work certification, achieved 70% line manager effectiveness score in relation to retention | Continue enhancing wellbeing benefits and leadership capability |
| Wellbeing benefits | Support financial and social wellbeing    | Introduced Bereaved Partners Paternity Pay, ESAS, Fertility Leave, Compassionate Leave, Career Breaks                                                        | Expand benefits aligned with colleague needs                    |
| Inclusion training | Build inclusive workplace culture         | Reengagement with Queerify for LGBTQ+ inclusion workshops, rolled out EDI leadership training                                                                | Roll out advanced inclusion training across all sites           |

## Community

The introduction of a new HRIS system at Pharmacy2U has enabled us to introduce data collection of gender identity, race/ethnicity, and disability status, so the business can accurately measure EDI. The introduction of a new EDI strategy and training on EDI for the People Team and Senior Leadership Team meant we could effectively communicate this policy across the business. We have also launched regular workshops to ensure the whole employee lifecycle is fair and inclusive.

We have also worked with supply chain partners to ensure that they meet the same high standards of ethics. This has seen both the introduction of the Supplier Code of Conduct and measurement of adherence to the policy. Furthermore, analysis has seen Pharmacy2U measure the amount of spend with suppliers local to our UK facilities, which we were not able to do at the time of the initial scoring.

A major highlight of our inclusion work was our Pride 2026 celebration, where we partnered with external experts to host interactive Queerify workshops.

Colleagues who participated achieved:

- A detailed knowledge of how best to ensure LGBTQ+ inclusion at Pharmacy2U
- A Queerify LGBTQ+ Safe Space Certificate
- A Pharmacy2U LGBT+ badge to wear with pride!

Since accreditation, we have introduced a Nature Policy that aims to positively support nature and identify nature dependencies at the same time as setting targets for volunteering days for the business.

| Category              | What we said                                | What we did                                                               | What we're going to do                                            |
|-----------------------|---------------------------------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------|
| EDI measurement       | Improve EDI transparency and data accuracy  | Implemented HRIS data collection (gender identity, ethnicity, disability) | Expand EDI analysis and publish annual insights                   |
| EDI strategy          | Build fair and inclusive employee lifecycle | Launched EDI Strategy; delivered training to People Team and SLT          | Strengthen inclusive practices across recruitment and progression |
| Supplier ethics       | Ensure suppliers meet ethical standards     | Introduced Supplier Code of Conduct; measured adherence                   | Increase supplier engagement and compliance audits                |
| Local impact          | Increase local economic contribution        | Measured local supplier spend for the first time                          | Grow partnerships with local suppliers                            |
| Inclusion events      | Celebrate and educate on inclusion          | Delivered Pride 2026 with Queerify workshops and certification            | Expand community engagement and inclusion programmes              |
| Nature & volunteering | Support nature positive action              | Introduced Nature Policy with volunteering targets                        | Deliver biodiversity initiatives and nature positive projects     |

## Environment

Since certification, Pharmacy2U has introduced new policies on waste, water and energy, setting out benchmarks for usage with short-, medium-, and long-term reduction targets.

Many new recycling streams have been added in the business which both increases the recycling rate and at the same time reduces the amount of waste we produce. This includes medication packaging, organic/food waste, and product waste which is now recycled.

We have also published a new Environmental Policy, which sets out our ambition to have a formal Environmental Management System (EMS) in place that can be externally audited.

In addition, we have fully measured Scope 3 emissions from the business since the B Lab accreditation. This has seen considerable work with supply chain partners on their GHG emissions based on their own environmental performance, along with volume and weight of product as opposed to basic spend information.

Several cross-operational resource-efficiency improvements have been made. This includes optimising Slim Pack procurement to maximise large letter Royal Mail shipments, moving Online Doctor notifications to Docman GP (eliminating around 80,000 paper letters per month), removing signature requirements to reduce re-deliveries, and transitioning some weight loss medications away from cold chain delivery to reduce packaging and avoid temperature-related delivery failures.

Customer awareness and communication programmes have helped to increase household recycling rates of Pharmacy2U packaging, and we have worked with packaging suppliers to improve recyclability both for goods supplied to us and Pharmacy2U customer packaging. This has resulted in improved packaging for cold chain items such as insulin and GLP-1 medications. Working with suppliers, we have identified and implemented customer return schemes for insulin and weight loss injection pens to be recycled.

| Category                 | What we said                            | What we did                                                                                                                                                                                                                                                                                         | What we're going to do                                                                                                                                                          |
|--------------------------|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Environmental management | Improve environmental governance        | Introduced Waste, Water, Energy Policies with reduction targets                                                                                                                                                                                                                                     | Implement EMS and prepare for external audit                                                                                                                                    |
| Recycling & waste        | Increase recycling and reduce waste     | Added new recycling streams (medication packaging, food waste, product waste)                                                                                                                                                                                                                       | Expand recycling streams and circularity initiatives                                                                                                                            |
| Emissions measurement    | Measure full environmental impact       | Fully measured Scope 3 emissions; engaged suppliers on GHG data                                                                                                                                                                                                                                     | Strengthen supplier GHG reporting and reduction collaboration                                                                                                                   |
| Packaging sustainability | Improve packaging recyclability         | Improved cold chain packaging; launched injection pen return schemes                                                                                                                                                                                                                                | Increase customer participation in recycling and returns                                                                                                                        |
| Customer awareness       | Improve environmental education         | Ran awareness campaigns increasing household recycling of Pharmacy2U packaging                                                                                                                                                                                                                      | Expand customer environmental engagement programmes                                                                                                                             |
| Resource efficiency      | Improve operational resource efficiency | Optimised Slim Pack procurement for large letter shipments; eliminated 80,000 Online Doctor paper letters; removed signature requirements to reduce re-deliveries; Removed cold chain requirement for some weight loss medications to cut packaging and avoid temperature-related delivery failures | Further optimise packaging and delivery methods; expand digital-first communications; reduce re-deliveries and unnecessary materials through continues operational improvements |

## Customers

As a digital healthcare provider, customer safety and health outcomes are our core business. We measure our score in the Efficacy of Health Product/Service Impact Business Model (IBM), that falls under the broader 'Customers' impact category, and this year we focused on strengthening the practices that support strong performance in this area. We also recognised the need to improve our Data Security Policies and Privacy Framework. Over the past 12 months, we have heavily invested in clinical governance and data security to ensure exceptional and measurable patient outcomes.

Today, our ability to deliver critical medicines directly to patients, particularly those in rural and lower socio-economic areas where access to a local pharmacy is restricted, remains a life changing service. Our goal for the year was clear: grow our underserved population by 50,000 by March 2026. To achieve this, we planned to increase awareness of our service through marketing that highlights the value and benefits of Pharmacy2U for underserved communities.

Over the last 12 months, we successfully grew our underserved customer base by more than 50,000, now supporting over 400,000 patients in underserved areas across the UK.

Looking ahead, our priorities remain focused on expanding access and improving support for underserved patients. Over the next year, we will continue to grow our underserved customer base through marketing activity. We will explore launching a new initiative to re-engage patients in underserved areas who previously used Pharmacy2U but are not longer active, reminding them of the convenience, safety and benefits of our service.

Alongside this, we will continue to introduce new service features as they launch, including Smart Reminders, NHS login and IM1 integration. IM1 allows GP systems to link securely with Pharmacy2U so prescriptions can be processed more efficiently to further improve accessibility, reduce friction in the user journey and support better patient engagement.

We improved the clarity and accessibility of our website to a WCAG AA standard, making it easier for patients to understand our service and manage their healthcare online.

Pharmacy2U services now extend to Pet Health, giving customers the ability to get their pets' veterinary prescriptions fulfilled and purchase a range of over-the-counter pet products through the same website and app they already use for their own healthcare needs. Over the past 12 months, we launched Pet Health on the Pharmacy2U platform, enabling customers to support the health of their pets and families all in one place. The integration allows for a single basket and unified check out, so customers can manage both human and pet prescriptions within one account, creating a more streamlined, convenient end-to-end experience. This consolidation strengthens our digital healthcare ecosystem and enhances the overall customer journey.

This commitment to exceptional, patient-centric care is directly reflected in our customer feedback, with **Pharmacy2U now rated Excellent on Trustpilot with over 1,000,000 reviews.**



To improve our goals of health education and verifiable preventive care, we successfully launched two major initiatives



Pharmacy2U Healthy Hearts event with Royal Mail, 2026

#### Case study

### Championing Stigma-Free Health Conversations

At Pharmacy2U, our mission extends beyond dispensing medication; we exist to empower people to take control of their healthcare and wellbeing. Recognising that 4 in 5 of our Family Accounts are managed by women, we proudly became the lead sponsor of ITV's flagship panel show, Loose Women.

This partnership allows us to use our platform to reflect real life health conversations across the UK. By aligning with a programme known for its open and honest debates, we are actively promoting mainstream awareness of critical, often stigmatised health issues such as mental health, weight management, and the menopause. Through bespoke content and direct engagement with the show's 2.3 million weekly viewers, we are breaking down barriers to care and encouraging stigma-free discussions to make healthcare simpler and more accessible for every family.

#### Case study

### Proactive Prevention with the Healthy Hearts Programme

Pharmacy2U exists to help patients and customers manage their healthcare with confidence, choice, and convenience. This is not limited to simply providing NHS prescriptions; it is about providing a complete service that includes expert advice and proactive prevention. One major scheme developed was the Healthy Hearts Programme where volunteers were sent a PocDoc Healthy Heart at-home testing kit which is linked seamlessly to an app that displays test results.

Following the resounding success of this initiative, the programme was rolled out in 2026 to businesses around the country. We are working towards a target of 100,000 test kits this year and a high number of kits have already been rolled out through our partnership with Royal Mail. By blending physical testing with digital innovation, we are breaking down barriers to preventive care and directly driving measurable, positive health outcomes for the communities we serve.

To enhance the security of our patient data and records, we have introduced Multi-Factor Authentication protocols aligned to the NHS Authentication standards. This ensures that patients have greater security and confidence in their personal data remaining safe. This has been rolled out to over 4.8 million patients & customers and provides a seamless and secure way of accessing their Pharmacy2U account.

To continue our commitment to providing patients with greater control of their healthcare, we will also be launching two technical enhancements to our repeat medication service.

Firstly, we will be providing patients with the ability to use their NHS login credentials to register and access their account. This will not only provide patients with a recognised trust factor to their relationship with Pharmacy2U and the NHS, but also enhance the experience and service by utilising their personal and healthcare data. Aligning NHS patient records into the Pharmacy2U eco-system will ensure improved healthcare outcomes and increased service levels.

Secondly, we will be continuing to improve our, already valuable, reminder service. Giving patients greater control and confidence in managing their repeat prescriptions. Part of this implementation will be to allow patients to give their consent for Pharmacy2U to work with their GP to synchronise their medications. This will reduce the number of parcels they receive and in turn the packaging and carbon footprint associated with multiple dispatched packages. →

| Category                                 | What we said                                                               | What we did                                                                                                           | What we're going to do                                                                                                                                                      |
|------------------------------------------|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Underserved access                       | Grow underserved population by 50,000 by March 2026                        | Increased underserved reach by 52,936, now supporting 400,000+ underserved patients                                   | Continue expanding reach through marketing activity                                                                                                                         |
| Website accessibility                    | Ensure our website is clear and accessible for underserved patients        | Improved clarity, navigation and accessibility of key pages to a double AA standard, in line with the WCAG Guidelines | Deliver further accessibility enhancements to support patients facing digital barriers                                                                                      |
| Re engagement of [AV1.1] lapsed patients | N/A (new initiative)                                                       | N/A                                                                                                                   | A new initiative we're exploring is how we can reach out to lapsed patients in underserved areas to remind them of the value and benefits they can receive from our service |
| Recycling guidance                       | Improve customer awareness of packaging recycling                          | N/A                                                                                                                   | Launch a dedicated webpage with clear recycling instructions to help customers recycle Pharmacy2U packaging responsibly                                                     |
| Health education                         | Promote preventive care and stigma free health conversations               | Delivered Loose Women partnership & Healthy Hearts Programme                                                          | Expand preventive care programmes and digital health education tools                                                                                                        |
| Clinical governance                      | Strengthen clinical governance and data security                           | Enhanced NHS standard safety, privacy and clinical governance frameworks                                              | Further improve patient safety metrics and digital security controls                                                                                                        |
| Customer transparency                    | Improve visibility of our ESG commitments.                                 | Launched a dedicated ESG landing page outlining our strategy and progress                                             | Expand ESG reporting and publish annual updates for customers                                                                                                               |
| Multi-Factor Authentication              | Increase the security of our patient data and accounts                     | Introduced Multi-Factor Authentication using one-time passcodes to enhance the security of our patient records        | Maintain account and data security in line with NHS Authentication standards                                                                                                |
| NHS login                                | Improve trust and healthcare outcomes                                      | N/A                                                                                                                   | Provide patients with trusted access points and improved accuracy of personal information to enhance our repeat medication service                                          |
| Smart reminders                          | Improve the intelligence of our reminder service and synchronise medicines | N/A                                                                                                                   | Provide patients with more control and confidence in the accuracy of their reminders whilst also giving them the opportunity to order less frequently                       |

## Looking ahead and long-term commitments (here's to the future – a note from our sustainability lead)



Alan Dukinfield,  
Sustainability Lead

"Accreditation to B Corp was just the start of our journey and as we look at back at what we achieved since the initial audit, I think we can be immensely proud of the progress we have made. B Corp means continuous improvement and we have certainly achieved that by further embedding ESG principles into the business through our ESG OKR's, which underpins the wider business performance. This is also supported by setting team ESG objectives that outline practical and realistic objectives for the teams that have a real business impact. We have measured the full carbon emissions for the business, set a Net Zero target that aligns with the NHS and created a carbon reduction plan which will soon be verified by SBTi. New policies have been introduced and shared, and we regularly engage with all employees through competitions, quizzes and through the ESG Corner of our monthly newsletter. We have genuinely improved our customers' health with some amazing initiatives. Some great work already done and I look forward to the next 12 months and the new B Corp standard to see what else we can achieve."

Our focus on continuous improvement but looking at the new standard and producing a Gap Analysis to see where we have more work to do to ensure compliance. To ensure our growth continues to protect both people and the planet, we have outlined the following long-term commitments across our core impact areas:

- Net Zero by 2040
- Science-Based Targets (SBTi)
- Updating our Board of Directors' Terms of Reference to explicitly mandate the ongoing monitoring of our social and environmental impacts
- Reduced reliance on gas at sites to eliminate scope 1 emissions
- Renewable solutions for all sites to reduce scope 2 emissions
- Decrease in energy, waste and water usage at all sites
- Improved supply chain partner engagement and reduced Scope 3 emissions with data accuracy
- Ensuring new acquisitions are brought onto same ESG journey as Pharmacy2U
- Business for Good
- EMS system for the business with external UKAS audit
- ESG reporting in line with GRI reporting standards



## Acknowledgements, contact and transparency – thanks for reading

We would like to extend our deepest gratitude to everyone who has been part of our B Corp journey. To our incredible colleagues across Pharmacy2U, thank you for embracing our shared vision and working tirelessly to bring our sustainability and ESG objectives to life every single day. A special thank you to our Executive ESG committee, our dedicated Energy Team, and our leadership board for championing this vital cultural shift.

Finally, to our millions of patients across the UK, thank you for trusting us. Your continued support drives our mission to make exceptional healthcare accessible, sustainable, and reliable for you and your families.

You've reached the end of our Impact Report, thank you for taking the time to explore how we're working to make healthcare more sustainable, accessible and responsible for everyone.

If you have thoughts, ideas or feedback, we'd genuinely love to hear from you. Every insight helps us improve the way we support our patients, colleagues and communities.

You can get in touch with us at **[Pharmacy2U.co.uk/help-and-support](https://Pharmacy2U.co.uk/help-and-support)**

Want to stay updated as our sustainability journey continues?

Follow along at **[Pharmacy2U.co.uk/about/esg-policy](https://Pharmacy2U.co.uk/about/esg-policy)** for news, progress and future initiatives.

