



Modern Slavery and Human Trafficking Statement

Pharmacy2U Limited, trading also as Chemist Direct, is headquartered in Leeds, UK, and registered with Companies House, under the company number 03802593. We hold an NHS distance selling pharmacy contract and are registered as a pharmacy with The General Pharmaceutical Council (GPhC) and the Care Quality Commission.

Our business

Pharmacy2U is a leader in the digital pharmaceutical services space in England with a vision to be a world leading patient centric digital healthcare provider. Enabling accessible exceptional healthcare, whenever and wherever it's needed, and putting our patients at the heart of everything we do.

We provide a range of services, including the dispensing and home delivery of NHS prescriptions from our automated facilities: as the UK's largest digital-first pharmacy, dispensing approximately 1.5 million NHS prescription items monthly, and offer a wide range of over-the-counter and pharmacy-only medicines for delivery directly to our customers. We also have a private doctor service and offer a growing range of clinical services both remotely and in person, such as the NHS New Medicine Service and vaccination services.

Our NHS prescription dispensing service offers significant convenience to patients who require timely and regular access to repeat prescriptions, thereby alleviating the burden of routine repeat dispensing from high street and community pharmacies and therefore allowing them to deliver a broader range of funded face-to-face clinical services with their local patients.

Our collaborative efforts with the NHS during the COVID-19 pandemic underscore our commitment to integrated healthcare and service extension.

Our policy

Pharmacy2U Limited is dedicated to conducting its business in accordance with the law and the highest ethical standards. This policy is in line with our obligations under the Modern Slavery Act 2015 and reflects our commitment to operate with integrity in all our business relationships.

1. **Commitment:**

Pharmacy2U is committed to ensuring there is no modern slavery or human trafficking in any part of our operations or in any part of our supply chain. Our Anti-Slavery Policy represents our commitment to ethical business practices and our dedication to implementing and enforcing effective systems and controls to ensure slavery and human trafficking are not taking place in our supply chains.

2. **Supply Chain:**

Our supply chain primarily involves procurement of pharmaceuticals, predominantly from large national wholesalers or manufacturers within the UK. Our main suppliers are regulated distributors of medical-surgical products, medical devices, and pharmaceutical products, many of whom are European-based and part of larger global organisations. These organisations typically acknowledge and publish their commitment to anti-slavery practices. We review the anti-slavery policies and statements of our major suppliers and are committed to assessing all suppliers of third-party brands. We expect all our suppliers to comply with our Anti-Slavery policy, their own policies, and those of their own suppliers to meet our high standards. Non-compliance will be addressed promptly and appropriately.

3. Own-brands:

In FY 21/22, we introduced Chemist Direct own-branded products for vitamins and supplements, sourced from a UK manufacturer who is ISO 9001 and ISO 22000 accredited and working towards the BRC Global standard. To ensure we are not involved in modern slavery or human rights infringements, we may conduct independent inspections of third-party facilities involved in the manufacture of our products. Factories failing to meet our standards will be discontinued.

4. Training:

To ensure a high level of understanding of the risks of modern slavery and human trafficking in our supply chains and business, we include sections on modern slavery and trafficking in the compulsory safeguarding training module for all permanent staff members.

5. Reporting:

We encourage employees, customers, and other business partners to report any concerns related to our activities or supply chains, particularly any that may increase the risk of slavery or human trafficking.

This policy applies to all persons working for us or on our behalf in any capacity, including employees at all levels, directors, officers, agency workers, seconded workers, volunteers, interns, agents, contractors, external consultants, third-party representatives, and business partners.

This statement is made pursuant to section 54(1) of the Modern Slavery Act 2015 and constitutes our company's slavery and human trafficking statement for the current financial year.

This statement has been approved by our Board of Directors in May 2023, who will review and update it annually as necessary.

Last updated: May 2023

This statement is made pursuant to the Modern Slavery Act 2015.

Signed by Kevin Heath on 25 May 2023