



Environmental, Social and Governance Policy

Pharmacy2U offers a new kind of pharmacy experience, one where clinical excellence meets unique, award-winning technology to help make the lives of our patients happier and healthier.

We remain committed to ensuring that our patients are at the heart of all we do, supported by our core values of being passionate – loving what we do, trusted – to deliver the highest standards, and supporting our people. If there is a way to do it better, we find it.

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 BCorp and continuously improve each year.

About this policy

Our ESG policy formalises Pharmacy2U's ("P2U") commitment to ensuring responsible business practices in the areas of:

- Environmental
- Social
- Governance

Scope

Our policy applies to all aspects of our business and to our people, including contractors and temporary workers across all sites and locations.

Oversight and implementation

This policy is led by our People Team with full support from the P2U board. The Board of Directors is responsible for the implementation of the ESG policy and will formally review it annually, updating as necessary.

Our ESG Sponsors provides the operational leadership. We annually track data and report on our progress regarding the outcomes of our efforts for the three dimensions of ESG.

Environmental

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.

We will:

- Comply will all local and national environmental laws and regulations.
- Strive for continuous improvement of the environmental performance of our sites.
- Engage with our delivery partners to reduce the impact of our operations on the environment.
- Engage with our colleagues to look at the impact of travelling to work and whilst at work to reduce the impact.
- Engage with our customers to find better ways to recycle product and packaging after use.
- Engage with our contractors to ensure they uphold sustainability, fairness, and ethical governance.
- Work collaboratively with our suppliers to develop, apply, and promote for best practice on product and packaging and recycling across the healthcare sector.

Our actions:

- Measure Scope 1, 2 and 3 Carbon Emissions within the business.

- Set a 2040 Net Zero Target based on a FY25 baseline.
- Prepare and publish a carbon reduction plan in line with PPNO06.
- Continue with our commitment to use 100% renewable electricity.
- Measure, and act to reduce waste generated and promote the recycling of unavoidable waste.
- Review usage of packaging to reduce waste and costs and to source more sustainable materials.
- Increase advocacy efforts calling on suppliers to work on improving the environmental performance of the products supplied and in 'greening' the packaging by reducing the use of materials and sizes.
- Work with the NHS and third parties to eliminate print / paper tokens during dispensing of electronic prescriptions.
- Run environmental awareness courses, including training, as part of the induction process for new colleagues.
- Work with our delivery partners to minimise the impact of their activities on the environment; principally in carbon reduction and transitioning to an EV fleet.
- Work with customers to reduce the amount of residual waste after receipt of medication from Pharmacy2U.

Social

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.

We will:

- Ensure compliance with workplace health and safety laws and standards, and mitigate risks to health and safety in the workplace.
- Create an inclusive and collaborative workplace, with the wellbeing of our people central to operating as a responsible business.
- Focus on promoting EDI within the business and training ALL colleagues.
- Provide a working environment free from all forms of discrimination, harassment, and bullying under any circumstances.
- Promote the protection of human rights in accordance with the UK Modern Slavery and Human Trafficking Policy.

Our actions:

- Undertake regular health and safety risk assessments and provide training and equipment to mitigate the risk of accident or injury as appropriate.

- Conduct our annual colleague satisfaction survey – Colleague Health Check – measured via our eNPS.
- Provide an enhanced colleague benefits package that includes our Employer Salary Advance Scheme (ESAS), Enhanced Paid Leave (Maternity, Adoption and Paternity), Paid Phased Parental Leave Return to Work, Occupational Sick Pay, Paid Compassionate Leave.
- Evolve our colleague recognition programme.
- Continuity of charity awareness days throughout the year (Mental Health Awareness, Breast Cancer, etc).
- Engage with our colleagues to provide an inclusive environment in support of individuals wellbeing, family life, and creating a more diverse workplace.
- Engage with our colleagues and provide opportunities for feedback through P2U Great Place to Work Committee and resource groups.
- Ensure our colleagues are always informed, communication is maintained through regular colleague updates, newsletters and all hands meetings.
- Enhance management development and a future leaders courses to support the professional development of eligible colleagues.
- Uphold our Equal Opportunities Policy, supported by equality and diversity awareness training for our managers and our people.
- Improve inclusivity for those with disability as a Disability Confident Committed Employer and enhancing social mobility as a signatory to the Armed Forces Covenant, and engage with any other inclusivity partnerships that will ensure we are always ensuring an inclusive process as the business grows.
- Maintain our Grievance policy and Whistleblowing Policy that enables all stakeholders both internal and external to raise potential concerns regarding unacceptable practices and behaviours within the company without fear of reprisal.
- Seek to further enhance our customer experience, underpinned by regular surveying and the provision of more options for self-service, in addition to a wider variety of support tools.

Governance

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.

We will:

- Cultivate strong stakeholder relationships through transparency, open communications, and responding to stakeholder input.
- Ensure our Cyber Essentials certification and Data Security policies are maintained.

- Host quarterly meetings with the ESG committee to review and record progress towards our goals.
- Ensure our commitment to ESG is reflected in our supply chain and, where possible, monitor our progress.

Our actions:

- Put in place a Code of Ethics and Business Conduct Policy and embed within the organisation.
- Provide training to our people on ethics and responsible conduct in their business activities and behaviours.
- Roll out the Supplier Code of Conduct and extend to all suppliers.
- Assess the risks within the business and mitigate the risks to ensure that both individual and business risk is both acceptable and kept to an absolute minimum.
- Create and maintain a legal register for the business to ensure continued compliance to all applicable laws and regulations.

This ESG Policy Statement is produced by the Directors of Pharmacy2U. It will be published on our public website. It is subject to version control.

Date of issue: 18th October 2023 Issue 1

Revised: 3 December 2025 Issue 2.0.

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