



Modern Slavery & Human Trafficking Statement

Introduction

Pharmacy2U Limited (also trading as Chemist Direct), headquartered in Leeds, UK and registered with Companies House (03802593), is committed to preventing modern slavery and human trafficking in its operations and supply chains.

We hold an NHS distance selling pharmacy contract and are registered with the General Pharmaceutical Council (GPhC) and the Care Quality Commission (CQC).

This statement is made pursuant to Section 54(1) of the Modern Slavery Act 2015 and outlines the steps we are taking to identify, prevent and mitigate the risk of modern slavery.

Our Business

Pharmacy2U is a leading digital healthcare provider in England, with a vision to deliver accessible, patient-centered care.

We provide NHS prescription dispensing and home delivery (approximately 1.5 million items per month), over-the-counter and pharmacy-only medicines, private doctor services, and clinical services both remotely and in person (e.g. NHS New Medicine Service, vaccinations).

Pharmacy2U became a certified B Corporation in 2025, reflecting our commitment to meeting high standards of social and environmental performance, accountability and transparency. This includes a continued focus on ethical supply chains and responsible business practices.

This Modern Slavery Statement forms part of our wider commitment to business ethics which can be found in our **Modern Slavery Policy**.

Our Commitment

We have zero tolerance for modern slavery and human trafficking.

We are committed to acting ethically and with integrity in all business relationships, implementing effective systems and controls, ensuring transparency, and continuously improving our risk management approach.

Supply Chain

Our supply chain primarily consists of pharmaceutical manufacturers, wholesalers, and suppliers of medical products, largely based in the UK and Europe.

We engage with a range of critical suppliers operating within a regulated environment and maintain oversight through our supplier assurance processes. This includes reviewing modern slavery statements, requiring compliance with our policies and standards, and addressing any areas of non-compliance in a timely and proportionate manner.

In 2025 we held a supplier conference which highlighted the work we were doing on ESG, sustainability and compliance. To further strengthen supplier oversight, we implemented a Supplier Code of Conduct and required suppliers to acknowledge and adhere to its principles. Monitoring and promoting compliance with the code continues to be a core objective of our third-party risk management framework.

Own-Brand Products

We maintain additional oversight for own-brand products. This includes sourcing from accredited manufacturers, conducting due diligence, and discontinuing suppliers who do not meet required standards.

Risk Management and Due Diligence

We adopt a risk-based approach by assessing supplier geography, sector and scale, prioritising higher-risk suppliers, and monitoring compliance with ethical requirements. Where high risks are identified, suppliers may be subject to enhanced due diligence, including requests for evidence, audits or corrective action plans.

Training and Awareness

Modern slavery is included in mandatory safeguarding training to ensure employees understand risks and responsibilities.

Reporting and Whistleblowing

We are committed to fostering a culture of openness, integrity, and accountability. Employees and external partners are encouraged to raise concerns without fear of reprisal, and all reports are assessed and investigated in accordance with established procedures. During 2025, we introduced a new external Whistleblowing Policy that formally supports anonymous reporting and includes explicit protections against retaliation for individuals who raise concerns in good faith.

Governance and Approval

This statement has been approved by the Board of Directors and will be reviewed annually. The commercial team have responsibility for managing the suppliers and the sustainability team monitor the ESG performance of suppliers

Last updated: May 2026

Approved by: Chief Executive Officer

On behalf of the board of Directors

Approval Date: May 26