



POLICY STATEMENTS

Environment policy statement

WBA regards the care of the environment as an integral part of running a responsible and successful business. We therefore seek to conduct our business activities in a way that reduces as much as is reasonably possible our direct and indirect impacts on the environment, while at the same time promoting practices which help to protect the environment and support sustainable development.

We endeavour to ensure that due consideration is given to the impact our operations have on the environment across the Company at all levels.

Each of our businesses is required to have a written environmental policy, relevant to its particular operation, setting out the standards its employees are expected to meet. In addition, each business is required to identify areas in its business that may have an impact on the environment, set environmental objectives and monitor compliance against these objectives.

In carrying out our business activities, we endeavour to:

- ensure appropriate use of resources and materials,
- minimize waste and encourage re-use and recycling ,
- safely handle and dispose of products,
- maintain environmental management systems,
- communicate our commitment to the environment across our Company

Health and safety policy statement

WBA recognizes the leading position it holds in the worldwide retail pharmacy and health and beauty and pharmaceutical wholesaling industry sector. WBA is committed to the safe dispensing of medicines in its pharmacies, to the manufacturing, distribution and sale of high quality health and beauty products and to the wholesaling and distribution of medicines in a safe environment.

WBA is committed to conducting its worldwide business operations with the utmost concern for the health and safety of all employees, agency staff, customers, business partners, contractors and the general public. A safe work environment is a shared responsibility of the company and each team member.

WBA fully recognizes the duties placed upon it under relevant health and safety regulations in all countries in which it operates. WBA strives always to achieve best practice in health and safety management, and, where appropriate, to disseminate that best practice via the WBA Health and Safety and Environmental Committee to drive ongoing improvements even when it exceeds local

legislative requirements. WBA strives to apply always high quality, appropriate risk based standards of management and control throughout the worldwide organization to ensure that anybody in contact with our operations, services and products is safeguarded.

WBA encourages open dialogue and constructive feedback from all stakeholders to ensure that all its Divisions, Businesses, the Global Brands cross divisional function, and the Corporate Function(s) achieve best practice in the management of health and safety at its business operations.

All Divisions, Businesses, all cross divisional functions, and the Corporate function(s) must have in place comprehensive formal governance processes for health and safety and environmental matters in the business operations for which it is responsible.

Charity policy statement

WBA policy is to support worthwhile causes that make an impact on people's wellbeing. We provide financial support to such causes and strive to assist them by building awareness of their mission and goals, and by inspiring our customers and employees to become involved.

We believe that our relationships with charitable organizations make a positive impact on the lives of our neighbours, our communities and our society. Our dedication to helping others is evident in our retail stores, distribution centres, factories and offices. We are proud to be an organization that is dedicated to caring and making a difference in the community.

We support a number of charitable organizations, often through forming partnerships or building long-term relationships. Our businesses are given the opportunity to regularly nominate and support local charities. We also make contributions to relief funds set up following major incidents. From time to time, marketing initiatives are also developed with partners where sales are linked to charitable contributions.

Charitable support is overseen at the corporate level and managed through local businesses.

The local businesses make three types of charitable contributions:

- International
- National
- Local charities

Fundraising activities carried out by our people are organized either by teams or individuals. We encourage employees to actively involve themselves in these activities. Contributions we make must be to organizations that fall within the following criteria:

- be a charitable organization
- focus primarily on well-being

- demonstrate that they have maintained up to date financial records and are financially sound

WBA must have certainty that any charitable contribution is for proper charitable purposes, and that it will not violate any requirements of the WBA Anti-corruption, bribery and conflicts of interest policy or any relevant Anti-bribery, Anti-corruption laws anywhere in the world.

For the long term strategic charitable partners that WBA supports, on an annual basis, the Business that support the charity must carry out a review of the financial status of that charity. The Finance Director for each Business and WBA VP of Financial Planning & Analysis must review:

- the charity's goals and track record of delivery against such goals
- suitability of charity's Board and senior management
- adequacy of governance arrangements
- financial statements, including timeliness and adequacy of disclosure, external auditor's report, funding, investment policy, and funding ratio (funding and administrative expenses as percentage of gross funds raised).
- potential reputational issues through a simple online check

Customer product safety policy statement

WBA endeavours to sell safe, effective, accessible and affordable retail products, and to market and communicate their benefits responsibly.

Customers trust us to provide them and their families with products that are safe for their intended use. We recognize that customers may be concerned about the use of certain chemicals in products and we work with research organizations, industry partners and regulators towards enhancing consumer confidence in chemicals, while trying to find alternatives where appropriate. We seek to address safety concerns with high priority.

We follow four principles in our communications with consumers:

- building trust through responsible practices and through transparent communication – both directly to consumers and indirectly through other key stakeholders and thought-leaders
- seeking to engage in the sale of products that are safe for their intended use and that are accompanied by appropriate information on their use and any significant risks that are associated with their intended use
- helping consumers to better understand what is in products we sell and being transparent in terms of ingredients, nutrition values and the health and beauty properties of those products

- using a combination of channels, including product labels, our websites and/or consumer leaflets to communicate openly with our consumers

Diversity and inclusion policy statement

WBA regards diversity and inclusion as key drivers in our vision to be the first choice for pharmacy, well-being and beauty for people and communities around the world. We recognize the significant impact diversity and inclusion have on our overall global business strategy. We leverage the diverse experiences and perspectives of our workforce to better serve our customers and consumers across the globe and to drive superior business performance.

We realize this vision through several critical focus areas:

- promoting and maintaining a culture of integrity, respect and equal opportunity,
- recruiting, retaining and developing a high performing and engaged workforce with diverse backgrounds and perspectives, reflecting the current and future customers we serve,
- fostering an inclusive culture that encourages cultural agility,
- Creating accessible work environments and offering competitive employment for people with disabilities,
- building valued partnerships with external organizations to advance our diversity and inclusion efforts,
- connecting diverse-owned businesses with opportunities to partner with WBA

We view diversity and inclusion as key to our future. To understand the needs of our customers and consumers, we endeavour to reflect this diversity in our employees, our suppliers and in everything we do. Offering a workplace where diversity and inclusion are valued helps us to build the high performing and engaged workforce that is crucial to our success in the global marketplace.

Product testing policy statement

No animal testing is undertaken by WBA.

For our own product brands:

- We do not conduct animal testing on products, or on ingredients used in these products.
- We do not commission animal testing on these products or on ingredients used in these products.

Until satisfactory replacements are available and all regulatory authorities stop requiring animal tests, we recognize that some other companies will continue to carry out some animal tests in order to meet legislative and regulatory requirements and protect health.



As a result, suppliers of ingredients, components and finished goods used in WBA may have to or continue to carry out tests on animals.

Recognizing that it is necessary to develop validated alternative methods, we give financial and technical support to the development and introduction of alternative methods.