

Alcura UK Limited (the “Company”)

Section 172(1) statement

for the year ended 31 August 2021

Section 172 of the Companies Act 2006 requires a director of a company to act in the way he or she considers, in good faith, would most likely promote the long-term success of the Company for the benefit of its members as a whole and in doing so have regard (amongst other matters) to,

- a. *the likely consequences of any decision in the long term;*
- b. *the interests of the company's employees;*
- c. *the need to foster the company's business relationships with suppliers, customers and others;*
- d. *the impact of the company's operations on the community and the environment;*
- e. *the desirability of the company maintaining a reputation for high standards of business conduct; and*
- f. *the need to act fairly as between members of the company.*

As a part of their induction, the Directors of the company are briefed on their duties including those under Section 172 (1) and they can access professional advice on these either from the Company Secretary or, if they judge necessary, from independent advisors for effective discharge of their duties.

The Company continues to be true to its purpose while playing a fundamental role in the provision of medicines and healthcare services across the UK. When making any decisions, during the year ended 31 August 2021, the Directors considered, both individually and together, the matters set out in section 172(1)(a-f) and have acted in a way they consider, in good faith, would be most likely to promote the success of the company for the benefit of its members, as a whole. Below are some of the ways in which the Directors have engaged with various stakeholders and fulfilled their duty under this section.

Customers: The Directors strongly believe in treating customers fairly and providing them with safe and quality products. The Company has adopted multiple ways to engage with customers, these may include face-to-face interactions and surveys. During the COVID-19 pandemic the Directors have continued to engage customers through virtual forums, meetings and presentations. The Directors use these processes to understand the views of the customers and consider the impact of their decision on customer's interest. Following on from the launch of the patient self-booking system in 2020, further investment has been made to enhance the services and functionality available on-line. Enhancements have also been made to nurse's equipment and software allowing patient visits to be more focused on the customer, with simplified administration. The Company completed a patient satisfaction survey which showed that 93% rated the Company's customer service as Very Good or Good. The Company was re-certified for the quality standard ISO9001, which is focusses on customer requirements and service.

Suppliers: The Directors aim to ensure that the Company operates fairly, transparently and with integrity with its suppliers. The Company engages with its suppliers through multiple channels, both formally and informally. These engagements provide the Directors with a broad and diverse understanding of supplier priorities and allows them to take into account the interest of suppliers while making decisions.

Employees: The Directors consider employee engagement a critical factor in the long term sustainable success of the Company. The Company implemented an employee survey process as well as different employee forums with the aim of assessing employee engagement levels and identify key concerns. A number of actions have been implemented by the Company during the year, including various employee welfare related improvements to its facilities. Restrictions in movements between areas of the site and setting up a second pharmacy and offices has allowed employee safety and well-being to be successfully managed throughout the Covid pandemic.

The Company focuses on the health and well-being of its employees. During the year the Company invested in colleagues across the business being trained and accredited as mental health first aiders, enabling them to support colleagues in times of distress. The Company also launched a toolkit to help line managers identify and support when colleagues may experience mental ill health.

Development programmes have taken place for first line managers and we also have an e-learning platform with a suite of learning modules. There have also been apprenticeship programmes running at all levels of the organisation.

Communities and other: The Directors value an open dialogue with the communities in which the business operates. This allows the Directors to understand how these communities view the business and the emerging needs of these communities. It also enables the Directors to take into account the impact of their decisions on these communities. The Company, either directly or through its associated companies, engages with the wider community through multiple means which could include social media, charity events, and engagement with various associations, among others.

Alongside other Group companies within the UK, the Company has raised funds for the European Organisation for Research and Treatment of Cancer ("EORTC") to support its efforts in the fight against cancer through a wide variety of activities involving many colleagues. During the current year, the companies have continued with their efforts to raise funds for the EORTC, holding various charity events.

Alongside other Group companies within the UK, the Company has raised funds for Vitamin Angels to help its work to end child malnutrition in the UK and across the world. The companies continue to raise funds through various colleague activities.

The Company considers the care of the environment as an integral part of running a responsible and successful business. Measures to reduce CO2 emissions have been implemented through investments in low energy lighting. The Company is half way through its objective to reduce plastic by 60% by 2023 by replacing bubble wrap with paper filling, using recyclable tape and reducing the need for cold chain packaging. The Company was also recertified the environmental standard ISO14001.

COVID-19: The outbreak of the pandemic has had an impact not only on the Company but also on various stakeholders associated with the Company. The Company provides an essential role in the supply of medicines in the UK. The Directors have engaged with multiple stakeholders, both formally and informally, using processes and methods discussed above to take into account their views and interests, while making decisions that would promote the long term success of the Company for all its members. Some of these decisions included

- a. Putting contingency plans in place to maintain continuity of operations and ensure provision of service to our customers.
- b. Introducing measures and new protocols to keep all colleagues healthy and safe. Transitioning office based colleagues to remote work environment and installing protective equipment at workplaces.
- c. Expanding home delivery of medications, supporting the NHS in moving the treatment of patients away from hospitals.
- d. Supporting suppliers to ensure adequate availability of critical products throughout the supply chain and additional deliveries to pharmacies/hospitals.