

Stakeholder Engagement Policy.

1. INTRODUCTION

Our vision at Redcare Pharmacy: *Until every human has their health.*

A healthy life is only possible on a healthy planet. That's why our approach to sustainable development is a holistic one. Our core business is to positively impact people's health as well as to build easy access to a medication infrastructure in the European market. In doing so, we consider the interests of all our stakeholders and have integrated sustainability as part of our strategy to ensure we build long-term value for Redcare Pharmacy and all its stakeholders.

This document has been established pursuant to best practice provisions 1.1.5 (Dialogue with Stakeholders) of the Dutch Corporate Governance Code and has taken the European Sustainability Reporting Standards (ESRS) into account.

This Stakeholder Engagement Policy outlines our general approach to stakeholder engagement and the key principles that guide our interactions with respect to the sustainability aspects of our strategy.

This Stakeholder Engagement Policy has been adopted by the Redcare Pharmacy Managing Board. The Managing Board is authorised to amend, revoke or deviate from this Stakeholder Engagement Policy at its sole discretion and will be published on our corporate website.

2. OUR APPROACH ON STAKEHOLDER ENGAGEMENT

Stakeholder engagement is pivotal to the success of Redcare Pharmacy and is central to our aim to create sustainable long-term value. Our engagement with our stakeholders is transparent and on a continuous basis. We are committed to behaving responsibly and with integrity in our interactions with all of our stakeholders.

At Redcare Pharmacy we listen to our stakeholders to understand their needs, interests and expectations so we can also understand the impact Redcare's sustainable objectives and business operations has on their interests. We try to use our voice, reach and influence to help drive positive change for all our stakeholders.

Stakeholder insights and feedback are considered, among others aspects, when defining and developing our strategy, and more specifically, our Sustainability Development Strategy. This enables us to better report on the overall performance and progress of the company by integrating the stakeholder input into our sustainability assessments, to enhance knowledge, to build social and relationship capital, or to use it for any other purpose we deem to be in our best interest.

3. IDENTIFICATION OF STAKEHOLDERS

We recognise that stakeholders are groups and individuals that, directly or indirectly, influence (or are or can be influenced by) the achievement of our sustainable objectives. A stakeholder can either be an affected stakeholder or a user of sustainability statements.

The identification of our stakeholders forms an integral part of the process to determine Redcare Pharmacy's material sustainability topics. We have identified the actual and potential impacts (negative and positive), risks and opportunities across our value chain. We categorise and prioritise our stakeholders based on their significance to our business and the potential impact of our actions on them. We have identified and are actively engaging with the following stakeholder groups:

Stakeholder Groups:

- Customers & Patients
- Employees
- Investors and Capital Market
- Suppliers & Business Partners
- Regulators (incl. Public Sector)
- Health Care System Players
- Planet Earth

4. ENGAGEMENT METHODS

Redcare Pharmacy shall determine the method(s) of engaging with the stakeholder. Prior to the engagement with the stakeholder, Redcare Pharmacy shall assess potential risks associated with the scope and method of the engagement.

Potential related risks may include, without limitation: damage to reputation, participation fatigue, waste of time and financial resources, having expectations that Redcare Pharmacy is unwilling or unable to fulfil, lack of trust, unwillingness to engage, conflicting interests or other practical barriers.

The engagement methods may include, without limitation: written correspondence, one-to-one interviews, specific questionnaires, roundtables and expert meetings, customer and investor meetings and calls, supplier meetings, workshops, industry and investor conferences, customer service, employee meetings, portals and hotlines, community outreach programs, and governmental and regulatory interactions.

5. STAKEHOLDER GROUPS

Customers & Patients.

Redcare's objective is to take care of everyone's health. As a pharmacy, Redcare's role is to put care at the heart of everything it does, guiding people through their health. We provide access to medication and aim to improve the lives of people taking medication through our medication management services. Additionally, designated, disease-specific services provide expert support for people living with chronic illnesses. We have continuous interaction with our customers and patients to understand their needs and how we can best support them to live their healthiest life. We engage with our customers in several ways, such as but not limited to, via our website and applications, and our customer service and pharmacy service departments. We ask our customers frequently how they feel about our services and what we could improve. We directly engage with customers in our double materiality impact assessment via structured interviews, workshop sessions and surveys.

Employees.

Our employees are instrumental to the success of our company. Cultivating an environment in which employees are engaged and experience a strong sense of belonging is pivotal to driving excellent business results. At Redcare, we aim to provide a welcoming environment and equitable opportunities for all employees, fostering our culture of ethics and compliance by raising awareness of our values and our principles as set out in our Code of Conduct and other policies. We engage with our employees in several ways, from regular one-to-one check-ins to group meetings, townhalls and regular Pulse Checks, employee representations meetings and a Speak Up program. We have performed a materiality impact assessment via structured interviews and workshop sessions and a survey for all employees.

Investors and Capital Market.

We maintain an active dialogue with investors throughout the year thanks to investor roadshows, conferences, and ad-hoc meetings or calls during open periods. Members of the Managing Board participate in many of those meetings, providing investors with input on a wide range of strategic, financial and sustainability topics. We also conduct regular engagement with other capital market participants, including financial analysts, ESG and governance rating firms and analysts, and credit rating agencies. We directly engage with our shareholders and capital market analysts in our materiality impact assessment via structured interviews, workshop sessions and a survey.

The rules of engagement with our shareholders are described in our [Policy regarding Bilateral Contacts with Shareholders](#).

Suppliers & Business Partners.

The impact of Redcare Pharmacy on the environment is mainly related to resource usage and emissions caused due to packaging and shipping of parcels, as well as the production of products sold. Redcare is focusing on collaborative approaches with business partners and suppliers, which include our Marketplace sellers and carriers, to reduce its negative environmental impact. In addition, to work towards a green workplace, Redcare continues to work with its suppliers to decrease energy consumption and ensure sustainable waste management at its facilities. With our local partner pharmacies and Marketplace sellers, we have strengthened our e-pharmacy platform and accessibility to medication for our customers. We directly engage with suppliers and business partners in our materiality impact assessment via structured interviews, workshop sessions and a survey.

Regulators (including Public Sector).

Since we are active in several countries, we are directly impacted by political decisions, legislation, governmental policies and regulations in those countries where we operate, as well as to those implemented at EU level. We highly value open dialogue with political decision-makers. Political decisions can have a direct and immediate effect on our business operations and future strategies. Our Public Affairs department defines all actions, communications and the promotion of our interests with politicians, (non-) governmental organisations and other public authorities either directly and/or indirectly, through our membership of associations and external agencies with whom we collaborate. When engaging with the public sector, the principles as set out in our [Public Affairs Policy](#) apply.

Health Care System Players.

Redcare is guiding people through their health. With our wealth of experience in the online pharmacy industry and working together with other players in the healthcare system, we aim to increase our impact to optimise services that offer guidance through individual health journeys, ease access to medication and further digitalise healthcare systems. We believe that together with our health care system players we can drive positive change collectively and ensure a sustainable business. We are working together with local pharmacies to achieve the best experience for customers and their health outcomes. Also, doctors, health insurances and parties providing the infrastructure for digital health care systems are important stakeholders for Redcare and relevant to our vision “Until every human has their health”.

Planet Earth.

A healthy life is only possible on a healthy planet. By facilitating affordable and safe access to medication and health services, Redcare Pharmacy creates positive societal value. We indirectly engage with this silent stakeholder through leveraging Large Language Models to analyse ecological data and data on the conservation of species as well as expert knowledge. Planetary care is one of the three pillars of our Sustainability Development Strategy and forms the foundation for our targets and external reporting.

6. OTHER

Request for an invitation.

Our Director, Sustainable Development is driving our Sustainable Development Strategy within the organisation and is the first point of contact for stakeholders when it relates to sustainability and ESG matters. Redcare Pharmacy shall determine the person(s) representing us during a specific engagement with stakeholders, considering their expertise, background, seniority and authority to make decisions.

Individuals, groups and organisations who would like to engage with Redcare Pharmacy as a stakeholder can contact us via email: because-we-care@redcare-pharmacy.com.

As a pre-requisite to starting an engagement process, Redcare Pharmacy may request the stakeholder commit to not publicly report on the engagement without our prior written consent.

No third-party rights.

Nothing expressed or referred to herein will be construed to give any person any legal right or claim under or with respect to this Stakeholder Engagement Policy. It is up to the Managing Board to determine on a case-by-case basis who our stakeholders are. For the avoidance of doubt, stakeholders do not have a right of dialogue with Redcare Pharmacy.

Disclosure of information.

To ensure an effective engagement and in order to assure that the stakeholder receives sufficient, consistent and timely information, we shall disclose information in an accurate, transparent and comprehensive manner. The stakeholder shall be requested to adhere to the same principles with regard to the disclosure of information to us.

Redcare Pharmacy may publicly report on its engagements to give insight into the scope of the outreach, and to demonstrate how the engagements contributed value to its sustainable strategy and operations, all subject to the applicable reporting framework.

Redcare Pharmacy will be reporting in line with the Corporate Sustainability Reporting Directive (CSRD), for the first time throughout the 2024 financial year.

Disclosure of information by Redcare Pharmacy shall comply with applicable legal requirements and internal policies and standards. We shall not disclose inside information as referred to in article 7(1) of the Market Abuse Regulation, commercially sensitive information or information that is confidential for any other reasons.

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