Clicks Group Ltd

CDP Corporate Questionnaire 2026

Word version

Important: this export excludes unanswered questions
This document is an export of your organization's CDP questionnaire response. It contains all data points for questions that are answered or in progress. There may be questions or data points that you have been requested to provide, which are missing from this document because they are currently unanswered. Please note that it is your responsibility to verify that your questionnaire response is complete prior to submission. CDP will not be liable for any failure to do so.
Read full terms of disclosure

.

11/17/2026, 03:38 pm

Contents

C1. Introduction 7

(1.1) In which language are you submitting your response? 7

(1.2) Select the currency used for all financial information disclosed throughout your response. 7

(1.3) Provide an overview and introduction to your organization. 7

(1.4) State the end date of the year for which you are reporting data. For emissions data, indicate whether you will be providing emissions data for past reporting years. 8

(1.4.1) What is your organization's annual revenue for the reporting period? 8

(1.5) Provide details on your reporting boundary. 8

(1.6) Does your organization have an ISIN code or another unique identifier (e.g., Ticker, CUSIP, etc.)? 9

(1.7) Select the countries/areas in which you operate. 10

(1.24) Has your organization mapped its value chain? 11

(1.24.1) Have you mapped where in your direct operations or elsewhere in your value chain plastics are produced, commercialized, used, and/or disposed of? 12

C2. Identification, assessment, and management of dependencies, impacts, risks, and opportunities 13

(2.1) How does your organization define short-, medium-, and long-term time horizons in relation to the identification, assessment, and management of your environmental dependencies, impacts, risks, and opportunities? 13

(2.2) Does your organization have a process for identifying, assessing, and managing environmental dependencies and/or impacts? 14

(2.2.1) Does your organization have a process for identifying, assessing, and managing environmental risks and/or opportunities? 15

(2.2.2) Provide details of your organization's process for identifying, assessing, and managing environmental dependencies, impacts, risks, and/or opportunities. 15

(2.2.7) Are the interconnections between environmental dependencies, impacts, risks and/or opportunities assessed? 19

(2.3) Have you identified priority locations across your value chain? 20

(2.4) How does your organization define substantive effects on your organization? 21

C3. Disclosure of risks and opportunities 25

(3.1) Have you identified any environmental risks which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future? 25

(3.1.1) Provide details of the environmental risks identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future. 26

(3.1.2) Provide the amount and proportion of your financial metrics from the reporting year that are vulnerable to the substantive effects of environmental risks. 44

(3.5) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)? 46

(3.5.1) Select the carbon pricing regulation(s) which impact your operations. 46
(3.5.3) Complete the following table for each of the tax systems you are regulated by. 46
(3.5.4) What is your strategy for complying with the systems you are regulated by or anticipate being regulated by? 47
(3.6) Have you identified any environmental opportunities which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future? 47
(3.6.1) Provide details of the environmental opportunities identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future. 48
(3.6.2) Provide the amount and proportion of your financial metrics in the reporting year that are aligned with the substantive effects of environmental opportunities. 61

C4. Governance 63
(4.1) Does your organization have a board of directors or an equivalent governing body? 63
(4.1.1) Is there board-level oversight of environmental issues within your organization? 64
(4.1.2) Identify the positions (do not include any names) of the individuals or committees on the board with accountability for environmental issues and provide details of the board's oversight of environmental issues. 65
(4.2) Does your organization's board have competency on environmental issues? 66
(4.3) Is there management-level responsibility for environmental issues within your organization? 67
(4.3.1) Provide the highest senior management-level positions or committees with responsibility for environmental issues (do not include the names of individuals). 68
(4.5) Do you provide monetary incentives for the management of environmental issues, including the attainment of targets? 70
(4.5.1) Provide further details on the monetary incentives provided for the management of environmental issues (do not include the names of individuals). 70
(4.6) Does your organization have an environmental policy that addresses environmental issues? 75
(4.6.1) Provide details of your environmental policies. 76
(4.10) Are you a signatory or member of any environmental collaborative frameworks or initiatives? 78
(4.11) In the reporting year, did your organization engage in activities that could directly or indirectly influence policy, law, or regulation that may (positively or negatively) impact the environment? 79
(4.11.2) Provide details of your indirect engagement on policy, law, or regulation that may (positively or negatively) impact the environment through trade associations or other intermediary organizations or individuals in the reporting year. 80
(4.12) Have you published information about your organization's response to environmental issues for this reporting year in places other than your CDP response? 84
(4.12.1) Provide details on the information published about your organization's response to environmental issues for this reporting year in places other than your CDP response. Please attach the publication. 85

C5. Business strategy 87
(5.1) Does your organization use scenario analysis to identify environmental outcomes? 87

(5.2) Does your organization's strategy include a climate transition plan? 88
(5.3) Have environmental risks and opportunities affected your strategy and/or financial planning? 91
(5.3.1) Describe where and how environmental risks and opportunities have affected your strategy. 92
(5.3.2) Describe where and how environmental risks and opportunities have affected your financial planning. 94
(5.4) In your organization's financial accounting, do you identify spending/revenue that is aligned with your organization's climate transition? 98
(5.4.1) Quantify the amount and percentage share of your spending/revenue that is aligned with your organization's climate transition. 99
(5.10) Does your organization use an internal price on environmental externalities? 100
(5.10.1) Provide details of your organization's internal price on carbon. 101
(5.11) Do you engage with your value chain on environmental issues? 104
(5.11.1) Does your organization assess and classify suppliers according to their dependencies and/or impacts on the environment? 104
(5.11.2) Does your organization prioritize which suppliers to engage with on environmental issues? 105
(5.11.5) Do your suppliers have to meet environmental requirements as part of your organization's purchasing process? 106
(5.11.6) Provide details of the environmental requirements that suppliers have to meet as part of your organization's purchasing process, and the compliance measures in place. 107
(5.11.7) Provide further details of your organization's supplier engagement on environmental issues. 109
(5.11.9) Provide details of any environmental engagement activity with other stakeholders in the value chain. 111

C6. Environmental performance - Consolidation approach 116
(6.1) Provide details on your chosen consolidation approach for the calculation of environmental performance data. 116

C7. Environmental performance - Climate change 118
(7.1) Is this your first year of reporting emissions data to CDP? 118
(7.1.1) Has your organization undergone any structural changes in the reporting year, or are any previous structural changes being accounted for in this disclosure of emissions data? 118
(7.1.2) Has your emissions accounting methodology, boundary, and/or reporting year definition changed in the reporting year? 118
(7.1.3) Have your organization's base year emissions and past years' emissions been recalculated as a result of any changes or errors reported in 7.1.1 and/or 7.1.2? 119
(7.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions. 120
(7.3) Describe your organization's approach to reporting Scope 2 emissions. 120
(7.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1, Scope 2 or Scope 3 emissions that are excluded from your disclosure of climate-related data? 120
(7.4.1) Provide details of the sources of Scope 1, Scope 2, or Scope 3 emissions which are not included in your disclosure. 121

(7.5) Provide your base year and base year emissions. 124
(7.6) What were your organization’s gross global Scope 1 emissions in metric tons CO2e? 128
(7.7) What were your organization’s gross global Scope 2 emissions in metric tons CO2e? 129
(7.8) Account for your organization’s gross global Scope 3 emissions, disclosing and explaining any exclusions. 129
(7.9) Indicate the verification/assurance status that applies to your reported emissions. 138
(7.9.1) Provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements. 139
(7.9.2) Provide further details of the verification/assurance undertaken for your Scope 2 emissions and attach the relevant statements. 140
(7.9.3) Provide further details of the verification/assurance undertaken for your Scope 3 emissions and attach the relevant statements. 141
(7.10) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year? 143
(7.10.1) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year. 143
(7.10.2) Are your emissions performance calculations in 7.10 and 7.10.1 based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure? 148
(7.12) Does your organization have significant land sector activities in its operations or value chain? 148
(7.13) Does your organization choose to account for and report technological CO2 removals or captured CO2 with geologic storage, or have you done so in previous years? 148
(7.15) Does your organization break down its Scope 1 and/or Scope 2 emissions by greenhouse gas type? 148
(7.15.1) Break down your total gross global Scope 1 and Scope 2 emissions by greenhouse gas type and provide the source of each used global warming potential (GWP). 149
(7.16) Break down your total gross global Scope 1 and 2 emissions by country/area. 151
(7.17) Indicate which gross global Scope 1 emissions breakdowns you are able to provide. 152
(7.17.1) Break down your total gross global Scope 1 emissions by business division. 152
(7.17.3) Break down your total gross global Scope 1 emissions by business activity. 154
(7.20) Indicate which gross global Scope 2 emissions breakdowns you are able to provide. 155
(7.20.1) Break down your total gross global Scope 2 emissions by business division. 155
(7.20.3) Break down your total gross global Scope 2 emissions by business activity. 158
(7.22) Break down your gross Scope 1 and Scope 2 emissions between your consolidated accounting group and other entities included in your response. 159
(7.23) Is your organization able to break down your emissions data for any of the subsidiaries included in your CDP response? 160
(7.29) What percentage of your total operational spend in the reporting year was on energy? 160
(7.30) Select which energy-related activities your organization has undertaken. 160

(7.30.1) Report your organization’s energy consumption totals (excluding feedstocks) in MWh. 161
(7.30.6) Select the applications of your organization’s consumption of fuel. 163
(7.30.7) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type. 163
(7.30.9) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year. 168
(7.30.14) Provide a breakdown by country/area of your electricity/heat/steam/cooling consumption in the reporting year. 170
(7.45) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations. 173
(7.52) Provide any additional climate-related metrics relevant to your business. 177
(7.53) Did you have an emissions target that was active in the reporting year? 178
(7.53.1) Provide details of your absolute emissions targets and progress made against those targets. 178
(7.53.2) Provide details of your emissions intensity targets and progress made against those targets. 183
(7.54) Did you have any other climate-related targets that were active in the reporting year? 186
(7.54.1) Provide details of your targets to increase or maintain low-carbon energy consumption or production. 187
(7.54.3) Provide details of your net-zero target(s). 189
(7.55) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases. 192
(7.55.1) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings. 192
(7.55.2) Provide details on the initiatives implemented in the reporting year in the table below. 193
(7.55.3) What methods do you use to drive investment in emissions reduction activities? 197
(7.74) Do you classify any of your existing goods and/or services as low-carbon products? 199
(7.74.1) Provide details of your products and/or services that you classify as low-carbon products. 199
(7.79) Has your organization retired any project-based carbon credits within the reporting year? 201

C10. Environmental performance - Plastics 202

(10.1) Do you have plastics-related targets? 202
(10.1.1) Provide details of your plastics-related targets. 202
(10.2) Indicate whether your organization engages in the following activities. 204
(10.5) Provide the total weight of plastic packaging sold and/or used and indicate the raw material content. 206
(10.5.1) Specify the packaging formats across your organization's packaging portfolio and their proportions. 208
(10.5.2) Is any of your packaging designed in compliance with design for recycling and/or composting guidelines? 209

(10.5.3) Indicate the reusability and recyclability of the plastic packaging you sold and/or used. ... 210
(10.5.4) Provide the proportion of product delivered through reuse models. ... 211
(10.6) Provide the total weight of waste generated by the plastic you produce, commercialize, use and/or process and indicate the end-of-life management pathways. ... 211

C11. Environmental performance - Biodiversity ... 213

(11.2) What actions has your organization taken in the reporting year to progress your biodiversity-related commitments? ... 213
(11.3) Does your organization use biodiversity indicators to monitor performance across its activities? ... 213
(11.4) Does your organization have activities located in or near to areas important for biodiversity in the reporting year? ... 213

C13. Further information & sign off ... 217

(13.1) Indicate if any environmental information included in your CDP response (not already reported in 7.9.1/2/3, 8.9.1/2/3/4, and 9.3.2) is verified and/or assured by a third party? ... 217
(13.1.1) Which data points within your CDP response are verified and/or assured by a third party, and which standards were used? ... 217
(13.2) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored. ... 218
(13.3) Provide the following information for the person that has signed off (approved) your CDP response. ... 219

C1. Introduction

(1.1) In which language are you submitting your response?

Select from:

☑ English

(1.2) Select the currency used for all financial information disclosed throughout your response.

Select from:

☑ ZAR

(1.3) Provide an overview and introduction to your organization.

(1.3.2) Organization type

Select from:

☑ Publicly traded organization

(1.3.3) Description of organization

The Clicks group is a leader in the South African healthcare market, in both retail pharmacy and pharmaceutical wholesaling. Clicks Group Limited, the ultimate holding company of the Clicks group, has been listed on the JSE Limited since 1996. The Clicks group's footprint includes 1 250 stores and beauty salons across South Africa, Namibia, Botswana, Eswatini and Lesotho, and the Clicks group employs 20 102 permanent employees. The Clicks group includes market-leading brands such as Clicks private label, The Body Shop, General Nutrition Corporation (GNC), Sorbet and United Pharmaceutical Distributors (UPD). Clicks is South Africa's largest retail pharmacy chain, with 991 retail stores and 780 in-store pharmacies, 225 in-store clinics, and has one of the largest loyalty programmes in South Africa, with 12.6 million active ClubCard members, which accounted for 82.6% of retail sales. Clicks has operated under an exclusive franchise agreement with The Body Shop since 2001, which sells ethically produced and responsibly sourced beauty products. GNC is a prominent global speciality health and wellness retailer and has operated under an exclusive franchise agreement in South Africa since 2014. In 2023, the Clicks Group acquired the Sorbet beauty salon franchise chain, which comprised 204 salons at 31 August 2025. UPD was acquired in 2003 and is South Africa's leading full-range national pharmaceutical wholesaler, with a national presence, and provides the distribution capability for the group's healthcare strategy. UPD fulfils the pharmaceutical supply needs of Clicks and offers national wholesale services to private hospitals and independent pharmacies. UPD also provides bulk distribution services to pharmaceutical manufacturers. The focus of the Clicks group's strategy is on the health sector, creating sustainable long-term shareholder value through a retail-led health, beauty and wellness offering. Clicks will disclose emissions data as part of the group's CDP response. Clicks' emissions profile consists of its retail operations, distribution centres, UPD distribution centres

and corporate offices. Key emissions sources include purchased electricity for stores and distribution centres, fuel combustion from delivery vehicles, refrigerant use in stores and pharmacies, upstream transport and employee commuting.
[Fixed row]

(1.4) State the end date of the year for which you are reporting data. For emissions data, indicate whether you will be providing emissions data for past reporting years.

	End date of reporting year	Alignment of this reporting period with your financial reporting period	Indicate if you are providing emissions data for past reporting years
	08/31/2025	*Select from:* ☑ Yes	*Select from:* ☑ No

[Fixed row]

(1.4.1) What is your organization's annual revenue for the reporting period?

51426992000

(1.5) Provide details on your reporting boundary.

	Is your reporting boundary for your CDP disclosure the same as that used in your financial statements?
	Select from: ☑ Yes

[Fixed row]

(1.6) Does your organization have an ISIN code or another unique identifier (e.g., Ticker, CUSIP, etc.)?

ISIN code - bond

(1.6.1) Does your organization use this unique identifier?

Select from:

☑ No

ISIN code - equity

(1.6.1) Does your organization use this unique identifier?

Select from:

☑ Yes

(1.6.2) Provide your unique identifier

ZAE000134854

CUSIP number

(1.6.1) Does your organization use this unique identifier?

Select from:

☑ Yes

(1.6.2) Provide your unique identifier

18682W205

Ticker symbol

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ No

SEDOL code

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ No

LEI number

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ No

D-U-N-S number

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ No

Other unique identifier

(1.6.1) Does your organization use this unique identifier?

Select from:
☑ No
[Add row]

(1.7) Select the countries/areas in which you operate.

Select all that apply

☑ Botswana

☑ Eswatini

☑ Lesotho

☑ Namibia

☑ South Africa

(1.24) Has your organization mapped its value chain?

(1.24.1) Value chain mapped

Select from:

☑ Yes, we have mapped or are currently in the process of mapping our value chain

(1.24.2) Value chain stages covered in mapping

Select all that apply

☑ Upstream value chain

(1.24.3) Highest supplier tier mapped

Select from:

☑ Tier 1 suppliers

(1.24.4) Highest supplier tier known but not mapped

Select from:

☑ Tier 2 suppliers

(1.24.7) Description of mapping process and coverage

Clicks is a member of Sedex (Supplier Ethical Data Exchange), a global data platform that enables businesses to gather data, improve visibility across their supply chains and manage social and environmental risks. The group encourages suppliers to become Sedex members. Clicks identifies relevant private-label suppliers and requires selected suppliers to undergo SMETA (Sedex Members Ethical Trade Audit) assessments at their own cost. Through Sedex, SMETA and its broader

supplier onboarding, qualification and audit processes, Clicks maps and monitors Tier 1 suppliers, with particular focus on private-label and exclusive-brand suppliers. These processes support the identification of risks relating to labour practices, health and safety, environmental performance and business ethics. Selected Tier 2 suppliers and raw-material sources are known but have not yet been comprehensively mapped.
[Fixed row]

(1.24.1) Have you mapped where in your direct operations or elsewhere in your value chain plastics are produced, commercialized, used, and/or disposed of?

(1.24.1.1) Plastics mapping

Select from:

☑ Yes, we have mapped or are currently in the process of mapping plastics in our value chain

(1.24.1.2) Value chain stages covered in mapping

Select all that apply

☑ End-of-life management

(1.24.1.4) End-of-life management pathways mapped

Select all that apply

☑ Recycling

☑ Incineration

☑ Landfill

[Fixed row]

C2. Identification, assessment, and management of dependencies, impacts, risks, and opportunities

(2.1) How does your organization define short-, medium-, and long-term time horizons in relation to the identification, assessment, and management of your environmental dependencies, impacts, risks, and opportunities?

Short-term

(2.1.1) From (years)

1

(2.1.3) To (years)

3

(2.1.4) How this time horizon is linked to strategic and/or financial planning

This period is in line with Clicks' budget allocations and incentives schemes, which are typically undertaken for one to three years into the future.

Medium-term

(2.1.1) From (years)

3

(2.1.3) To (years)

5

(2.1.4) How this time horizon is linked to strategic and/or financial planning

This period is in line with Clicks' business and operational planning and prospects, which are typically undertaken for up to five years into the future.

Long-term

(2.1.1) From (years)

5

(2.1.2) Is your long-term time horizon open ended?

Select from:
☑ No

(2.1.3) To (years)

10

(2.1.4) How this time horizon is linked to strategic and/or financial planning

This period is in line with Clicks' five- to ten-year strategic plans.
[Fixed row]

(2.2) Does your organization have a process for identifying, assessing, and managing environmental dependencies and/or impacts?

	Process in place	Dependencies and/or impacts evaluated in this process
	Select from: ☑ Yes	*Select from:* ☑ Both dependencies and impacts

[Fixed row]

(2.2.1) Does your organization have a process for identifying, assessing, and managing environmental risks and/or opportunities?

	Process in place	Risks and/or opportunities evaluated in this process	Is this process informed by the dependencies and/or impacts process?
	Select from: ☑ Yes	*Select from:* ☑ Both risks and opportunities	*Select from:* ☑ Yes

[Fixed row]

(2.2.2) Provide details of your organization's process for identifying, assessing, and managing environmental dependencies, impacts, risks, and/or opportunities.

Row 1

(2.2.2.1) Environmental issue

Select all that apply

☑ Climate change

(2.2.2.2) Indicate which of dependencies, impacts, risks, and opportunities are covered by the process for this environmental issue

Select all that apply

☑ Dependencies

☑ Impacts

☑ Risks

☑ Opportunities

(2.2.2.3) Value chain stages covered

Select all that apply

☑ Direct operations

☑ Upstream value chain

☑ Downstream value chain

(2.2.2.4) Coverage

Select from:

☑ Full

(2.2.2.5) Supplier tiers covered

Select all that apply

☑ Tier 1 suppliers

(2.2.2.7) Type of assessment

Select from:

☑ Qualitative and quantitative

(2.2.2.8) Frequency of assessment

Select from:

☑ Annually

(2.2.2.9) Time horizons covered

Select all that apply

☑ Short-term

☑ Medium-term

☑ Long-term

(2.2.2.10) Integration of risk management process

Select from:

☑ Integrated into multi-disciplinary organization-wide risk management process

(2.2.2.11) Location-specificity used

Select all that apply

☑ Sub-national

☑ National

(2.2.2.12) Tools and methods used

Commercially/publicly available tools

☑ SEDEX

Enterprise Risk Management

☑ Risk models

☑ Other enterprise risk management, please specify :Internal company methods

International methodologies and standards

☑ Other international methodologies and standards, please specify :Cambridge Taxonomy for Business Risks

Databases

☑ Nation-specific databases, tools, or standards, please specify :CSIR GreenBook, South African Weather Services

Other

☑ Desk-based research

☑ External consultants

☑ Internal company methods

☑ Materiality assessment

☑ Partner and stakeholder consultation/analysis

(2.2.2.15) Risk types and criteria considered

Acute physical

☑ Drought

☑ Flood (coastal, fluvial, pluvial, ground water)

Chronic physical

☑ Changing precipitation patterns and types (rain, hail, snow/ice)

☑ Increased severity of extreme weather events

☑ Water stress

Policy

☑ Changes to national legislation

Market

☑ Changing customer behavior

Reputation

☑ Negative press coverage related to support of projects or activities with negative impacts on the environment (e.g., GHG emissions, deforestation & conversion, water stress, excessive bycatch)

Technology

☑ Transition to lower emissions technology and products

Liability

☑ Non-compliance with regulations and legislation

(2.2.2.16) Partners and stakeholders considered

Select all that apply

☑ NGOs

☑ Customers

☑ Employees

☑ Regulators

☑ Local communities

☑ Investors

☑ Suppliers

(2.2.2.17) Has this process changed since the previous reporting year?

Select from:

☑ No

(2.2.2.18) Further details of process

Clicks Group identifies, assesses and manages climate-related dependencies, impacts, risks and opportunities through its enterprise risk management (ERM), strategy, materiality and sustainability governance processes. The process covers direct operations and relevant upstream and downstream activities across short-, medium- and long-term horizons. Stores, pharmacies, distribution centres, clinics and offices are included in business-unit risk processes, with stores grouped provincially or operationally where appropriate. Supplier issues are considered through engagement, audits and ESG assessments. ERM, internal methods and risk models are used to capture, score and prioritise issues in business-unit and Group risk registers, with the Cambridge Taxonomy for Business Risks supporting consistent categorisation. Nation-specific databases, desk-based research, external consultants, materiality assessments and stakeholder consultation provide evidence on physical and transition drivers. National or sub-national datasets and specialist advice are used where site-level data are unavailable. In 2025, Clicks strengthened the process through ESG risk and opportunity workshops and consolidation of business-unit registers into a Group-level register. Environmental and climate matters are included under "External disruption, business continuity and climate resilience", which has a medium residual rating. This includes extreme weather, infrastructure failure and disruption to trading, distribution and supply continuity. Extreme weather could affect UPD medicine transport and storage, causing product loss, compromised quality, customer or revenue impacts, restricted store access and higher recovery costs. Dependencies and impacts inform risk and opportunity assessment. Reliance on electricity, fuel, transport, water and temperature-controlled storage, together with emissions from operations and logistics, informs risks relating to interruption, cost, product quality, regulation and reputation. It also highlights opportunities in solar PV, energy efficiency, route optimisation, zero-emission delivery vehicles, water efficiency, and packaging reduction and innovation. Risks and opportunities are assessed qualitatively and, where data permit, quantitatively using the Group's likelihood-and-impact methodology, financial and operational indicators, environmental metrics and materiality process. The register records inherent and residual ratings, controls, actions, owners and potential key risk indicators. Environmental risks are scored on the same basis as strategic, operational, financial, compliance and reputational risks, enabling relative significance to be compared and prioritised. The Board's principal financial-materiality benchmark is an effect of 5% or more on profit before tax, supplemented by lower operational thresholds and qualitative criteria. Outputs inform risk registers, strategy, operating plans, budgets and sustainability objectives. Mitigation includes business-continuity planning, dependency mapping, recovery testing and integration of climate and disruption scenarios. Formal ecological thresholds are not yet assessed separately; relevant external evidence, regulatory requirements and critical resource or supply-chain risks are considered. Oversight is provided by the Audit and Risk Committee, Social and Ethics Committee and Sustainability Forum, with reviews at least annually and when material changes arise.

[Add row]

(2.2.7) Are the interconnections between environmental dependencies, impacts, risks and/or opportunities assessed?

(2.2.7.1) Interconnections between environmental dependencies, impacts, risks and/or opportunities assessed

Select from:

☑ Yes

(2.2.7.2) Description of how interconnections are assessed

Clicks assesses interconnections through the ERM, materiality, strategy and sustainability governance processes described in 2.2.2. Dependencies, impacts, risks and opportunities are considered together and linked to material issues, objectives, risk categories, controls and owners. The Group risk register records consequences, actions and indicators. For example, Clicks and UPD depend on reliable transport, electricity, water, storage infrastructure and stable temperatures for medicine transport and storage. Severe weather may damage infrastructure, restrict access, interrupt distribution or compromise cold-chain requirements, resulting in stock losses, reduced product quality, service disruption, recovery costs, revenue loss and compliance or reputational impacts. Opportunities include dependency mapping, continuity simulations, infrastructure contingencies, climate-resilient storage and transport, renewable energy, electric vehicles and stronger continuity planning. Clicks depends on grid electricity to operate stores, pharmacies, distribution centres and logistics, while fuel is used in logistics and backup generators. Energy use generates GHG emissions and creates exposure to supply interruptions, energy and carbon costs, regulation and stakeholder expectations. Solar PV, energy efficiency and zero-emission delivery vehicles can reduce emissions and energy exposure while improving resilience. Trade-offs include capital costs, charging infrastructure, route requirements and cold-chain compliance. Although Clicks has implemented rainwater harvesting at selected sites, the Group remains largely dependent on municipal water. Risks arise where drought, restrictions, infrastructure failure or tariffs reduce availability, interrupt operations or increase costs. Smart metering, leak detection, efficiency measures and non-potable water use can reduce impacts and improve resilience. For packaging, Clicks depends on materials and suppliers to protect and sell products. Impacts include resource use, waste and potential plastic leakage, while risks relate to regulation, material availability and cost, supplier performance and customer expectations. Opportunities include packaging reduction, improved recyclability, recycled content and circularity. Supplier sourcing and production may contribute to emissions, land-use change, water use, pollution and waste, creating supply, cost, regulatory and reputational risks. Supplier engagement, ESG assessments, traceability and responsible sourcing can strengthen resilience and reduce value-chain impacts. These interconnections inform prioritisation, controls, capital allocation, operating plans, supplier engagement and indicators. They are reviewed through ESG workshops, materiality and strategy reviews, the Sustainability Forum and risk governance structures. Where data are incomplete, Clicks uses supplier information, external evidence and qualitative assessment.
[Fixed row]

(2.3) Have you identified priority locations across your value chain?

(2.3.1) Identification of priority locations

Select from:

☑ No, but we plan to within the next two years

(2.3.7) Primary reason for not identifying priority locations

Select from:

☑ Not an immediate strategic priority

(2.3.8) Explain why you do not identify priority locations

Clicks has not yet completed a formal Group-wide process to identify priority locations across its direct operations and value chain. Its operations are distributed across a large network of stores, pharmacies, clinics, offices and distribution facilities, primarily in established commercial and urban areas. Compared with land-intensive sectors, Clicks' direct interfaces with ecosystems are generally less pronounced, while potentially more significant nature-related dependencies and impacts may occur indirectly through suppliers, water use, packaging, logistics and product value chains. A detailed location-based nature assessment has therefore not been an immediate strategic priority relative to initiatives such as emissions reduction, renewable energy, water efficiency, packaging reduction, recycling and responsible sourcing. Clicks also does not yet have the complete location- and supplier-level data required to assess sites consistently against CDP and TNFD priority-location criteria. Clicks plans to develop its approach within the next two years. This will build on the biodiversity readiness assessment completed in 2025, which identified the Group's biodiversity-related dependencies, impacts and risks as a departure point for future action. The findings are being used to enhance the Group's ESG implementation roadmap and data-collection processes, while its future sustainability focus includes advancing biodiversity stewardship.
[Fixed row]

(2.4) How does your organization define substantive effects on your organization?

Risks

(2.4.1) Type of definition

Select all that apply

☑ Qualitative

☑ Quantitative

(2.4.2) Indicator used to define substantive effect

Select from:

☑ Other, please specify :Profit before tax

(2.4.3) Change to indicator

Select from:

☑ % decrease

(2.4.4) % change to indicator

Select from:

☑ 1-10

(2.4.6) Metrics considered in definition

Select all that apply

☑ Frequency of effect occurring

☑ Time horizon over which the effect occurs

☑ Likelihood of effect occurring

(2.4.7) Application of definition

Clicks defines a substantive risk using quantitative and qualitative criteria. At Group level, financial materiality is based on internal and external factors that could substantively affect the Group's ability to deliver its strategy and have an impact of 5% or more on profit before tax. This is the Group's principal financial-materiality benchmark, rather than an absolute cut-off for identifying substantive risks. Furthermore, the financial effects of individual substantive risks may be expressed using the financial metric most directly affected, such as revenue, operating expenditure or capital expenditure. The Group supplements the benchmark with its likelihood-and-impact methodology. Risks are assessed based on their probability, frequency, financial and operational consequences, time horizon, inherent exposure, existing controls and residual exposure. The consolidated risk register records consequences, controls, mitigation actions, accountable business areas and potential key risk indicator. A risk below the 5% Group-level threshold may still be considered substantive where it could significantly affect a critical business unit, facility or strategic objective; interrupt medicine supply or cold-chain compliance; compromise product quality; materially affect customers or employees; or result in significant regulatory, compliance or reputational consequences. For example, Business risk 10 (external disruption, business continuity and climate resilience) has a medium residual classification and includes risks from extreme weather, infrastructure disruption and restricted access to stores or distribution facilities. It includes the risk that extreme weather could affect UPD's temperature-controlled medicine transport and storage, potentially causing stock losses, compromised product quality, service disruption, revenue impacts and compliance consequences. Risks are reviewed through business-unit and Group risk registers and reassessed at least annually, or when material changes occur.

Opportunities

(2.4.1) Type of definition

Select all that apply

☑ Qualitative

☑ Quantitative

(2.4.2) Indicator used to define substantive effect

Select from:

☑ Other, please specify :Profit before tax

(2.4.3) Change to indicator

Select from:

☑ % increase

(2.4.4) % change to indicator

Select from:

☑ 1-10

(2.4.6) Metrics considered in definition

Select all that apply

☑ Frequency of effect occurring

☑ Time horizon over which the effect occurs

☑ Likelihood of effect occurring

(2.4.7) Application of definition

Clicks defines a substantive opportunity using both quantitative and qualitative criteria. At Group level, a potential positive effect of 5% or more on profit before tax is used as our principal quantitative benchmark. This is consistent with the financial materiality approach applied in our 2025 Integrated Report, which considers internal and external factors, both positive and negative, that could substantively affect our ability to deliver our strategy and have a material impact of 5% or more on profit before tax. The financial effects of individual substantive opportunities may be expressed using the financial metric most directly affected, such as reduced operating expenditure, revenue, capital expenditure or investment returns. Based on 2025 profit before tax of approximately R4.433 billion, the corresponding 5% threshold is approximately R221.7 million. An opportunity may be considered substantive where it could materially strengthen resilience, mitigate a significant strategic, operational, environmental, compliance or reputational risk, support our sustainability objectives, or create meaningful environmental or stakeholder benefits. Our assessment also considers the likelihood of achieving the expected benefit, the timing and duration of the effect, implementation costs, capital requirements, dependencies and trade-offs. Relevant opportunities may include renewable energy, energy efficiency, electric delivery vehicles, route optimisation, water-efficiency measures, packaging innovation, circular-economy initiatives and supply-chain resilience. Opportunities are reviewed through our strategy, budgeting, capital-allocation, risk and sustainability governance processes and are reassessed when business conditions materially change.
[Add row]

C3. Disclosure of risks and opportunities

(3.1) Have you identified any environmental risks which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

Climate change

(3.1.1) Environmental risks identified

Select from:

☑ Yes, both in direct operations and upstream/downstream value chain

Plastics

(3.1.1) Environmental risks identified

Select from:

☑ No

(3.1.2) Primary reason why your organization does not consider itself to have environmental risks in your direct operations and/or upstream/downstream value chain

Select from:

☑ Evaluation in progress

(3.1.3) Please explain

Clicks recognises the growing concern regarding the use of resources in packaging production, particularly plastics, and the environmental impact when packaging is not properly recycled or disposed of. The group's broad product portfolio spans a wide range of brands, product categories and packaging formats, with complex upstream and downstream value chains that can make consistent assessment of plastic-related risks and impacts challenging. In response, the group is a founding member of the SA Plastics Pact and contributes to producer responsibility organisations under South Africa's Extended Producer Responsibility regulations. During 2025, actions to reduce packaging impacts included removing plastic stems from lollipops, introducing paper-stem cotton buds, expanding the range of plastic-free wipes and incorporating post-consumer recycled content in polyethylene terephthalate (PET) packaging across several private-label brands. The Environmental and

Climate Change Policy also sets a target to transition to 100% reusable, recyclable or compostable packaging by 2030. While Clicks is progressing in responsible plastic use and improving end-of-life management practices through these commitments, the evaluation of whether plastic-related risks could have a substantive effect on the group, and the process of fully integrating these risks into the group's formal risk register remains in progress.
[Fixed row]

(3.1.1) Provide details of the environmental risks identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.1.1.1) Risk identifier

Select from:
☑ Risk1

(3.1.1.3) Risk types and primary environmental risk driver

Chronic physical
☑ Water stress

(3.1.1.4) Value chain stage where the risk occurs

Select from:
☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply
☑ South Africa

(3.1.1.9) Organization-specific description of risk

Water availability and quality are critical for Clicks' operations, particularly in pharmacies and clinics where handwashing, hygiene, and equipment cleaning are essential for safe healthcare and regulatory compliance. South Africa is highly water-stressed. Climate projections indicate rising temperatures, shifting rainfall patterns, and more frequent droughts, especially in the Western and Eastern Cape where many Clicks stores operate. These conditions heighten water scarcity and compound existing municipal infrastructure challenges. Shortages could disrupt operations in stores, clinics, and distribution centres, increase input costs, and compromise hygiene standards for staff and customers. The Cape Town drought of 2015-2018, which culminated in severe water restrictions and the threat of "Day Zero" in 2018, demonstrated the potential for closures and service interruptions. For a network of over 1 250 stores and pharmacies, such disruptions could restrict healthcare access, reduce sales, and undermine community trust. Indirect risks may arise through the supply chain, as manufacturing and logistics depend on reliable water access. In addition, rising municipal tariffs linked to scarcity add pressure to operating costs. Clicks views water stress as a material long-term risk to business continuity, customer well-being, and regulatory compliance, underscoring the need for investment in water-saving measures such as boreholes and rainwater harvesting at key sites.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Disruption to sales

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☑ More likely than not

(3.1.1.14) Magnitude

Select from:

☑ Medium

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Increasing water scarcity and municipal supply interruptions could cause temporary store or clinic closures and increase expenditure on alternative water sources. Reduced trading hours would negatively affect revenue, while emergency water procurement, higher municipal tariffs and investment in boreholes, rainwater

harvesting or reuse systems would increase operating and capital expenditure. These effects could place pressure on margins and cash flows, particularly if shortages affect several facilities simultaneously.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

679447

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

12710000

(3.1.1.25) Explanation of financial effect figure

A full day of lost trading at one corporate retail location is estimated at approximately R97,064, based on FY2025 retail turnover of R37.554 billion divided by 1,060 corporate retail locations and 365 days. A one-week closure at one location therefore represents an estimated minimum effect of approximately R679,447. For a more severe scenario, the maximum assumes that approximately 10% of the 187 Western Cape stores are unable to trade for one week, resulting in an estimated revenue effect of approximately R12.71 million. The scenario is intended to illustrate the potential inherent financial exposure from a widespread water-supply interruption in the long term rather than forecast an expected loss. Store closure would also have qualitative impacts on operations, such as reduced customer satisfaction and wellbeing where customers cannot access required healthcare services.

(3.1.1.26) Primary response to risk

Infrastructure, technology and spending

☑ Other infrastructure, technology and spending, please specify :Business Risk Assessments

(3.1.1.27) Cost of response to risk

2840000

(3.1.1.28) Explanation of cost calculation

Clicks undertakes regular risk assessments, including Business Impact Analyses and climate risk assessments, and formulates and implements mitigation plans in response to identified risks. The estimated cost of managing this risk is approximately R2.84 million. This consists of the ongoing cost to run the risk communication Platform (R272 thousand/year) plus a once-off Business Impact Analysis assessment on risks of R567 000. In addition, approximately R2 million has been invested in water-resilience infrastructure, including rainwater-harvesting, water-storage and alternative water-supply measures at key distribution facilities. These investments reduce reliance on municipal water supply and strengthen operational continuity during periods of water stress or supply interruption.

(3.1.1.29) Description of response

Clicks takes a proactive and multi-layered approach to managing water-related risks, integrating water stewardship into its broader sustainability strategy, governance and business-continuity processes. Business risk assessments support contingency planning for chronic physical risks at specific locations and inform decisions relating to new store acquisitions, leases and facility design. At an operational level, Clicks is diversifying its water supply and improving water efficiency through measures including borehole supply, rainwater harvesting, grey-water reuse, water-saving fixtures and consumption monitoring. In FY2025, approximately 60% of head-office water consumption was supplied from boreholes, while recycled water from the air-conditioning plant was redirected for toilet flushing. Distribution centres have also invested in water-efficiency and alternative-supply measures to strengthen resilience during municipal supply interruptions. These initiatives reduce reliance on single water sources and support continuity of core operations during periods of water stress. Looking ahead, Clicks intends to prioritise additional resilience measures at high-use and higher-risk locations where alternative water supply and efficiency improvements can reduce both interruption risk and municipal water costs.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk2

(3.1.1.3) Risk types and primary environmental risk driver

Technology

☑ Transition to lower emissions technology and products

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ South Africa

(3.1.1.9) Organization-specific description of risk

Clicks is exposed to the financial and operational implications of transitioning from carbon-intensive electricity and diesel-based backup generation to lower-emission energy technologies. Purchased electricity remains the group's dominant emissions source, while diesel generators are retained to maintain operations during electricity interruptions arising from both national supply constraints and localised distribution-network disruptions. Reducing this exposure requires continued investment in solar PV, battery storage, energy efficiency and other low-emission technologies, as well as the supporting infrastructure needed to enable embedded renewable-energy generation, such as electrical upgrades, connection capacity, control systems and battery integration. If the group does not transition sufficiently quickly, it may remain exposed to volatile diesel and electricity costs, increasing carbon-related costs and stakeholder expectations for faster emissions reduction. Conversely, the transition itself requires upfront capital investment and integration across a large retail and distribution footprint. The risk therefore relates primarily to the cost and pace of Clicks' own transition rather than load shedding itself.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Increased direct costs

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Short-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☑ Likely

(3.1.1.14) Magnitude

Select from:

☑ Medium-low

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

The transition to lower-emission electricity technologies requires adequate supporting electrical and distribution infrastructure to enable embedded renewable generation, battery storage and reliable electricity supply across Clicks' store and distribution network. Where this infrastructure is constrained, unavailable or experiences failures, stores may experience interruptions to critical systems, including point-of-sale systems, refrigeration, pharmacy systems, lighting and communications. Extended interruptions could reduce trading hours or, in more severe cases, result in temporary store closures, leading to lost revenue while also increasing expenditure on backup generation and other continuity measures. In FY2025, Clicks consumed 69,111 litres of stationary diesel to support operations during electricity interruptions, representing approximately R1.38 million in fuel expenditure at an assumed average price of R20/litre. While this diesel expenditure is not the primary measure of the potential financial effect of the risk, it demonstrates the ongoing operating-cost exposure associated with maintaining backup generation. Continued investment in embedded renewable generation, battery storage and supporting infrastructure is therefore important both to reduce emissions and reliance on diesel and to maintain operational continuity.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.19) Anticipated financial effect figure in the short-term – minimum (currency)

679447

(3.1.1.20) Anticipated financial effect figure in the short-term – maximum (currency)

10000000

(3.1.1.25) Explanation of financial effect figure

The minimum financial effect is based on the potential loss of trading revenue where an electricity-supply or supporting infrastructure failure prevents one corporate retail location from operating for one week. Based on FY2025 retail turnover of R37.554 billion and 1,060 corporate retail locations, average trading revenue is approximately R97,064 per location per day, resulting in an estimated minimum exposure of approximately R679,447 for a seven-day interruption. The maximum financial effect of R10 million represents a more severe scenario in which electricity or supporting distribution-infrastructure failures affect multiple stores or result in longer periods of interrupted trading. The estimate is intended to represent a plausible upper-end revenue exposure rather than a forecast of expected losses. In addition, electricity interruptions can increase operating expenditure through backup generation; in FY2025, Clicks consumed 69,111 litres of stationary diesel, representing approximately R1.38 million in fuel expenditure at an assumed average price of R20/litre.

(3.1.1.26) Primary response to risk

Infrastructure, technology and spending

☑ Other infrastructure, technology and spending, please specify :Installation of solar PV

(3.1.1.27) Cost of response to risk

25000000

(3.1.1.28) Explanation of cost calculation

During FY2025 Clicks invested approximately R25 million in an additional 1,348 kWp of solar PV capacity across the Montague Gardens, Mahogany Ridge and Centurion distribution centres. This investment forms part of the group's response to energy-cost, continuity and emissions risks.

(3.1.1.29) Description of response

Clicks reduces exposure to carbon-intensive electricity and diesel by expanding renewable-energy generation and improving energy efficiency. In FY2025 the group generated approximately 5,563 MWh of renewable electricity. Additional solar PV was installed at three distribution centres, while battery storage, LED lighting, electronic metering and automated controls support lower grid demand and improved resilience. Clicks is also investigating renewable PPAs to extend access to lower-emission electricity beyond facilities where on-site generation is practical. These measures reduce diesel reliance, stabilise energy expenditure and support progress towards the group's carbon-neutrality objective.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk3

(3.1.1.3) Risk types and primary environmental risk driver

Chronic physical

☑ Increased severity of extreme weather events

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ South Africa

(3.1.1.9) Organization-specific description of risk

More frequent or severe storms, flooding and extreme heat may disrupt Clicks' stores, distribution centres and other operational facilities. Flooding and storm damage may restrict access to stores, damage inventory or infrastructure and interrupt distribution activities, while sustained high temperatures may affect the storage and handling of temperature-sensitive medicines. With a large geographically dispersed retail footprint, disruption at individual stores or critical distribution facilities may result in lost trading hours, repair costs and service interruptions.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Disruption to sales

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Medium-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☑ About as likely as not

(3.1.1.14) Magnitude

Select from:

☑ Medium-low

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

More frequent flooding, storms and heat events could temporarily interrupt trading and distribution, causing lost revenue and possible spoilage or write-offs of temperature-sensitive products. Physical damage may also increase repair and maintenance expenditure, while insurance costs may rise as severe-weather exposure increases. Where critical distribution infrastructure is affected, impacts could extend beyond a single location and temporarily restrict product availability across several stores.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

679447

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

12000000

(3.1.1.25) Explanation of financial effect figure

A full day of trading at one corporate retail location is estimated at approximately R97,064, based on FY2025 retail turnover of R37.554 billion and 1,060 corporate retail locations. A one-week closure therefore represents an estimated minimum revenue effect of approximately R679,447. The upper estimate of R12 million corresponds to the inherent financial exposure assigned by Clicks to extreme-weather disruption affecting the delivery and storage of key medicines and broader operational continuity. In addition to direct financial impacts, such disruptions would also result in reduced customer service, restricted healthcare access and employee-safety impacts. While these impacts are not easily quantifiable, they present further risks to brand reputation, customer loyalty, and workforce resilience.

(3.1.1.26) Primary response to risk

Infrastructure, technology and spending

☑ Other infrastructure, technology and spending, please specify :Increase geographic diversity of facilities, Implementing buffer stocks or dual sourcing and increasing insurance cover

(3.1.1.27) Cost of response to risk

24000000

(3.1.1.28) Explanation of cost calculation

Clicks' FY2025 assets insurance premium is R24 million per year. This expenditure protects the store network, distribution centres and head office facilities against a range of insured events. While the premium is not exclusively attributable to climate-related events, it does include cover for extreme weather conditions such as flooding, drought-related disruptions, and wind damage, which are becoming more frequent and severe due to climate change.

(3.1.1.29) Description of response

Clicks uses business-continuity planning, insurance and operational resilience measures to manage extreme-weather exposure. Asset insurance provides financial protection against physical damage, while contingency measures include buffer stock, alternative distribution arrangements and logistics-route planning. Critical facilities are assessed for resilience needs and operational continuity plans are periodically updated to address severe-weather disruption. These measures aim to limit store downtime, protect inventory and maintain healthcare product availability during disruptive events. Beyond internal measures, Clicks also engages in lobbying for infrastructure development that builds resilience and redundancy into national and regional supply chains, recognising that systemic infrastructure weaknesses exacerbate the impact of extreme weather. These measures collectively reduce the likelihood of prolonged store closures and supply chain breakdowns, helping to protect revenue, cash flows, and customer trust. While residual risks remain under severe weather scenarios (which is estimated at R1 million), Clicks' combination of proactive risk assessments, continuity planning, and investments in resilience strengthens the group's ability to maintain operations and financial stability in the face of climate-related disruption.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk4

(3.1.1.3) Risk types and primary environmental risk driver

Market

☑ Changing customer behavior

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ South Africa

(3.1.1.9) Organization-specific description of risk

Customer and stakeholder expectations regarding lower-impact products, responsible sourcing and credible environmental performance are increasing. Clicks' FY2025 reporting recognises that inability to meet customer demand for environmentally friendly product alternatives could result in lost revenue. If product ranges, sourcing practices or environmental claims do not keep pace with changing expectations, Clicks may face reduced customer loyalty, weaker brand perception and loss of sales to competitors offering products perceived as more sustainable. This risk is particularly relevant to private-label and exclusive-brand products, where Clicks has greater influence over product design, sourcing and packaging.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Decreased revenues due to reduced demand for products and services

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Medium-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☑ Unlikely

(3.1.1.14) Magnitude

Select from:

☑ Medium

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

If Clicks does not respond to changing environmental preferences, reduced customer demand could lower sales in affected categories and weaken brand value. Negative stakeholder or media attention could amplify the effect by reducing customer loyalty and increasing marketing or stakeholder-engagement costs. Over the medium term this could place pressure on revenue and margins and reduce the group's competitive positioning in health, beauty and wellness retail.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

679447

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

10000000

(3.1.1.25) Explanation of financial effect figure

Increasing consumer activism concerning the environmental impacts of products sold by Clicks could reduce demand for affected products or brands, resulting in lost revenue and reputational damage. In the absence of sufficiently granular product- or category-level sales data, Clicks has used a one-week store revenue value as a proxy for the minimum potential financial effect. Based on FY2025 retail turnover and store count, this equates to approximately R679447. This proxy is intended to illustrate the lower end of potential revenue exposure if heightened consumer or stakeholder concern resulted in disrupted trading and temporary store closures. The maximum financial effect is R10 million, aligned with the inherent financial value assigned to customer perception risk.

(3.1.1.26) Primary response to risk

Diversification

☑ Develop new products, services and/or markets

(3.1.1.27) Cost of response to risk

6840000

(3.1.1.28) Explanation of cost calculation

Clicks mitigates product-related environmental and sourcing risks through industry memberships and supplier-engagement systems. The group maintains memberships with organisations such as SEDEX, ERA (E-waste Recycling Authority) and Polyco (Polyolefin Responsibility Organisation), representing an annual investment of approximately R6 million. These partnerships support compliance with best practices in ethical sourcing, e-waste management, and plastic recycling. They also strengthen Clicks' ability to enhance product safety, improve sustainability performance, and manage risks across the full product lifecycle. Clicks also undertakes regular risk assessments (e.g., Business Impact Analysis and climate risk assessment studies) and formulates and implements mitigation plans in response to the identified risks. The overall risk management cost is estimated to be R840 000.

(3.1.1.29) Description of response

Clicks has implemented a strategy to mitigate risks linked to consumer demand for low-emission and sustainable products. Regular Business Impact Analyses (BIAs) and market reviews track evolving expectations and identify ranges requiring reformulation or replacement. This has supported the removal of products misaligned with sustainability goals and the introduction of innovative alternatives. Decisions influenced by this risk include a shift toward sustainable sourcing practices and enhanced product-level environmental compliance. Packaging innovation is another focus area, with greater use of recyclable, reusable or compostable materials to reduce virgin plastic reliance. The group participates in industry collaborations to ensure compliance and credibility. Membership of ERA and Polyco reinforces Extended Producer Responsibility (EPR) commitments, while supplier standards are monitored through the SEDEX platform to verify ethical sourcing and sustainability practices. Additional safeguards include insurance and indemnity cover for recalls, customer claims and property damage, supported by strict quality assurance to reduce product failure risks. These measures lower reputational risk, improve compliance and strengthen brand equity.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk5

(3.1.1.3) Risk types and primary environmental risk driver

Policy

☑ Carbon pricing mechanisms

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Direct operations

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ South Africa

(3.1.1.9) Organization-specific description of risk

Clicks group's South African operations face transitional risks from the expected pass-through of carbon tax costs under Phase 3 of the domestic carbon tax, scheduled to begin in January 2031. Currently, Eskom benefits from tax allowances that limit the impact of carbon tax on electricity consumers. Under Phase 3, these allowances are expected to fall away, enabling Eskom to pass the full carbon tax directly into electricity tariffs. For Clicks, electricity is both a critical input and the largest contributor to its carbon footprint, accounting for approximately 73% of total emissions. It powers over 990 stores, 780 pharmacies and 8 distribution centres, making the business highly sensitive to tariff increases. Based on FY2025 electricity consumption, Clicks' annual electricity costs could increase by approximately R16.23 million to R21.64 million from 2031 under the modelled carbon-cost pass-through scenarios. This would increase operating costs and could affect profitability, reinvestment capacity and long-term competitiveness. While the group is implementing mitigation strategies such as solar PV expansion, LED retrofits, energy-efficient refrigeration, and exploring renewable power purchase agreements, the Phase 3 transition highlights a material financial risk. Increased carbon tax exposure through electricity costs reinforces the importance of accelerating energy efficiency and low-carbon investment to protect margins and ensure operational resilience.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Increased direct costs

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Long-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☑ Likely

(3.1.1.14) Magnitude

Select from:

☑ High

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Potential carbon-cost pass-through to electricity consumers could increase Clicks' annual electricity expenditure, reducing operating margins and increasing cash outflows across its South African retail and distribution footprint. The magnitude will depend on future carbon-tax rates, Eskom's emissions intensity and the allowances or other relief available to the electricity sector. The exposure provides a financial incentive to reduce grid-electricity demand through energy efficiency, renewable generation and PPAs.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.23) Anticipated financial effect figure in the long-term – minimum (currency)

16230051

(3.1.1.24) Anticipated financial effect figure in the long-term – maximum (currency)

21640067

(3.1.1.25) Explanation of financial effect figure

Clicks modelled the potential annual financial effect by applying indicative carbon-cost pass-through rates to FY2025 grid electricity consumption of approximately 110,409 MWh. Under the modelled scenarios, the additional annual electricity cost from 2031 ranges from approximately R16.23 million to R21.64 million. The lower-cost scenario applies an indicative pass-through of R147/MWh, while the upper-cost scenario applies R194/MWh. These figures isolate the potential carbon-cost component and exclude any other electricity tariff increases. The modelling is based on several assumptions. South Africa's carbon tax rate is gazetted at R462/tCO_2e by 2030, after which a 4% annual increase has been assumed, resulting in an indicative rate of approximately R479/tCO_2e in 2031. This assumption is aligned with carbon-price trajectories associated with SSP2-2.6. Clicks' FY2025 grid electricity consumption is assumed to remain broadly stable to 2031, although the proportion supplied by renewable energy is expected to increase. The scenarios also reflect different assumptions regarding the carbon-tax allowances available to Eskom. While the South African carbon tax currently provides allowances that reduce effective tax liabilities, these are intended to decline as the carbon tax matures; however, the treatment of allowances and the extent to which carbon costs may ultimately be passed through to electricity consumers under Phase 3 remain uncertain. Accordingly, the estimated R16.23 million to R21.64 million represents a scenario-based assessment of potential exposure rather than a forecast of future electricity costs.

(3.1.1.26) Primary response to risk

Infrastructure, technology and spending

☑ Other infrastructure, technology and spending, please specify :Solar PV, PPAs, batteries and energy-efficiency deployment

(3.1.1.27) Cost of response to risk

359000000

(3.1.1.28) Explanation of cost calculation

Clicks estimates that approximately 50,165 MWh of additional renewable electricity would be required by 2030 under its current decarbonisation pathway. The associated cumulative renewable-energy/PPA cost has been estimated at approximately R421-R433 million, partially offset by approximately R74 million of avoided grid-electricity purchases, resulting in a net estimated cost of approximately R359 million. This estimate reflects the modelled renewable-electricity requirement to 2030. The duration and commercial structure of any future PPA would be determined during procurement and contracting.

(3.1.1.29) Description of response

Clicks is managing potential carbon-cost exposure by reducing dependence on carbon-intensive grid electricity. Measures include solar PV at distribution centres and head office, LED lighting and electricity monitoring across stores, battery storage and investigation of renewable PPAs. These investments reduce electricity demand, increase the share of renewable electricity and help stabilise future energy expenditure while supporting the group's carbon-neutrality objective.

Climate change

(3.1.1.1) Risk identifier

Select from:

☑ Risk6

(3.1.1.3) Risk types and primary environmental risk driver

Chronic physical

☑ Increased severity of extreme weather events

(3.1.1.4) Value chain stage where the risk occurs

Select from:

☑ Upstream value chain

(3.1.1.6) Country/area where the risk occurs

Select all that apply

☑ South Africa

(3.1.1.9) Organization-specific description of risk

Climate induced changes to the intensity of storms, flooding and other severe-weather events may disrupt Clicks' upstream supply chain through impacts on suppliers, ports, roads and logistics networks. Clicks and UPD rely on continuous product movement to maintain medicine and healthcare-product availability. Severe weather affecting ports or transport corridors could delay imported or locally sourced products, create stock shortages and increase emergency freight or alternative-sourcing costs. The risk is particularly important for pharmaceutical products where availability and timely distribution are critical.

(3.1.1.11) Primary financial effect of the risk

Select from:

☑ Disruption in upstream value chain

(3.1.1.12) Time horizon over which the risk is anticipated to have a substantive effect on the organization

Select all that apply

☑ Medium-term

(3.1.1.13) Likelihood of the risk having an effect within the anticipated time horizon

Select from:

☑ About as likely as not

(3.1.1.14) Magnitude

Select from:

☑ Medium

(3.1.1.16) Anticipated effect of the risk on the financial position, financial performance and cash flows of the organization in the selected future time horizons

More frequent severe-weather disruption at suppliers, ports and transport corridors could reduce stock availability and delay delivery of medicines and other products. This may result in lost sales while increasing logistics expenditure where emergency freight, rerouting or alternative sourcing is required. Late-arriving or excess stock may also increase inventory holding costs and markdown risk. Extended disruption could therefore reduce revenue, increase working-capital requirements and affect customer trust where critical products are unavailable.

(3.1.1.17) Are you able to quantify the financial effect of the risk?

Select from:

☑ Yes

(3.1.1.21) Anticipated financial effect figure in the medium-term – minimum (currency)

1200000

(3.1.1.22) Anticipated financial effect figure in the medium-term – maximum (currency)

20000000

(3.1.1.25) Explanation of financial effect figure

The financial effect reflects the potential impact of climate-related extreme weather on Clicks' upstream supply chain, including suppliers, ports and transport routes. Severe storms, flooding or other disruptive weather events could delay the movement of imported and locally sourced products, resulting in stock shortages, lost sales and higher logistics costs where alternative transport routes, emergency freight or alternative suppliers are required. Delayed deliveries may also increase working-capital requirements where late-arriving stock results in excess inventory or markdowns. The minimum financial effect of R1.2 million is based on the residual financial value assigned to the relevant supply-chain disruption risk in Clicks' risk register and represents the lower-end exposure after existing mitigation measures are considered. The maximum financial effect of R20 million is based on the inherent financial value assigned by Clicks to the broader global supply-chain disruption risk and represents a more severe disruption scenario involving lost sales and additional logistics costs.

(3.1.1.26) Primary response to risk

Infrastructure, technology and spending

☑ Other infrastructure, technology and spending, please specify :Increase geographic diversity of facilities, Implementing buffer stocks or dual sourcing and increasing supplier engagement

(3.1.1.27) Cost of response to risk

840000

(3.1.1.28) Explanation of cost calculation

Clicks incurs approximately R840,000 for group-level risk assessment and risk communication activities, comprising approximately R272,000 per year for the risk communication platform and approximately R567,000 for the Business Impact Analysis. These systems support identification and management of multiple business risks, including climate-related supply-chain disruption; the amount is therefore a shared risk-management cost rather than a cost solely attributable to this individual risk.

(3.1.1.29) Description of response

Clicks uses business risk assessments, including Business Impact Analyses and climate risk assessments, to identify and evaluate supply-chain disruption risks and inform mitigation measures. These assessments support supplier diversification, local sourcing where practical, inventory management and business-continuity planning. Alternative suppliers are identified for critical products and buffer-stock levels are maintained where appropriate to reduce reliance on single suppliers or transport routes. Advanced planning and forecasting tools, including OneBeat and Blue Yonder, support SKU-level stock management, prioritisation of critical product lines and improved availability of high-demand products during disruption. Clicks has also strengthened distribution resilience through strategic infrastructure investments, including the expansion of the Centurion Distribution Centre in FY2025, insourcing of e-commerce fulfilment in Cape Town and the ongoing implementation of Warehouse Management Systems across retail distribution centres. Looking ahead, Clicks and UPD intend to further diversify sourcing across a wider range of regions to reduce concentration risk and strengthen resilience to geographically concentrated supply disruptions. Additional mitigation measures include securing funding to support higher strategic stockholding where justified and strengthening the buyer function so that inventory, sourcing and supply risks are managed more strategically through the S&OP process. Together, these measures improve supply-chain agility, reduce the risk of stock shortages and lost sales, and help protect product availability during climate-related disruptions affecting suppliers, ports and logistics routes.
[Add row]

(3.1.2) Provide the amount and proportion of your financial metrics from the reporting year that are vulnerable to the substantive effects of environmental risks.

Climate change

(3.1.2.1) Financial metric

Select from:

☑ Revenue

(3.1.2.2) Amount of financial metric vulnerable to transition risks for this environmental issue (unit currency as selected in 1.2)

20000000

(3.1.2.3) % of total financial metric vulnerable to transition risks for this environmental issue

Select from:

☑ Less than 1%

(3.1.2.4) Amount of financial metric vulnerable to physical risks for this environmental issue (unit currency as selected in 1.2)

44710000

(3.1.2.5) % of total financial metric vulnerable to physical risks for this environmental issue

Select from:

☑ Less than 1%

(3.1.2.7) Explanation of financial figures

Clicks uses group revenue as the financial metric for assessing the proportion of its financial performance potentially vulnerable to climate-related risks. FY2025 group revenue was approximately R47.8 billion. The amount of revenue vulnerable to transition risks is estimated at approximately R20 million. This comprises the maximum quantified revenue-related exposures associated with Risk 2, relating to potential trading disruption arising from constraints or failures in electricity and supporting infrastructure during the transition to lower-emission technologies (R10 million), and Risk 4, relating to changing customer behaviour and potential loss of sales where Clicks does not respond to increasing demand for environmentally responsible products (R10 million). Together, these exposures represent approximately 0.04% of FY2025 group revenue. Risk 5, relating to potential carbon-cost pass-through, has not been included because its quantified effect relates primarily to increased operating expenditure rather than revenue. The amount of revenue vulnerable to physical risks is estimated at approximately R44.71 million. This comprises the maximum quantified financial effects associated with water stress under Risk 1 (R12.71 million), extreme-weather disruption to direct operations

under Risk 3 (R12 million) and extreme-weather disruption to the upstream supply chain under Risk 6 (R20 million). Together, these represent approximately 0.09% of FY2025 group revenue. The amounts aggregate the upper-end financial exposures estimated for the relevant revenue-related risk scenarios. They indicate the potential scale of revenue vulnerability rather than forecast an expected aggregate loss, as the risks may occur at different times, may overlap and are not assumed to materialise simultaneously. Actual financial effects would depend on the nature, location, duration and severity of each event.
[Add row]

(3.5) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?

Select from:
☑ Yes

(3.5.1) Select the carbon pricing regulation(s) which impact your operations.

Select all that apply
☑ South Africa carbon tax

(3.5.3) Complete the following table for each of the tax systems you are regulated by.

South Africa carbon tax

(3.5.3.1) Period start date

01/01/2025

(3.5.3.2) Period end date

12/31/2025

(3.5.3.3) % of total Scope 1 emissions covered by tax

62

(3.5.3.4) Total cost of tax paid

156000

(3.5.3.5) Comment

For Clicks' petrol- and diesel-related Scope 1 emissions, the carbon-tax cost is collected through the South African carbon fuel levy embedded in the fuel purchase price rather than through a separate direct carbon-tax payment to SARS. Stationary diesel, mobile diesel and mobile petrol together represented approximately 62% of FY2025 Scope 1 emissions. Based on FY2025 fuel consumption, Clicks consumed approximately 687,000 litres of diesel (stationary and mobile) and approximately 331,000 litres of petrol. Applying the applicable carbon fuel levy rates (R0.14/litre for diesel and R0.11/litre for petrol until 1 April 2025, increasing to R0.17/litre for diesel and R0.14/litre for petrol from 2 April 2025) gives an estimated carbon fuel levy cost of approximately R156,000.
[Fixed row]

(3.5.4) What is your strategy for complying with the systems you are regulated by or anticipate being regulated by?

As part of South Africa's efforts to transition to a low-carbon economy and meet its NDC targets, the Carbon Tax Act and the Customs and Excise Amendment Act came into effect on 1 June 2019. The initial tax rate was set at R120 per tonne of CO2e, increasing annually as determined by National Treasury. The carbon tax rate has since risen to R236 per tonne of CO2e for the 2025 calendar year. The carbon-taxable emissions for which Clicks is liable are those resulting from fuel consumption. As the carbon tax on fuels is collected through the South African carbon fuel levy (set at ZAR0.14 per litre until 1 April 2025 and ZAR0.17 per litre from 2 April 2025), Clicks pays this levy at the point of diesel purchase and is therefore not required to make direct carbon tax payments to the South African Revenue Service. Clicks' compliance strategy for the South African Carbon Tax combines ongoing monitoring of regulatory developments with proactive engagement in policy dialogue. The group participates in workshops and collaborative initiatives facilitated by the National Business Initiative (NBI), which provides members with technical research, analysis and platforms for engagement on climate policy and related regulatory developments. Annual external verification of Clicks' GHG emissions supports accurate carbon-tax-related reporting, enabling effective monitoring and management of the group's exposure. Recognising that efficiency upgrades alone may not deliver the emission reductions needed to meet future regulatory requirements, Clicks is integrating long-term compliance and regulatory risk management into its climate strategy. This includes: · Long-term targets: The group has adopted Scope 1 and 2 emissions-reduction targets and has committed to carbon neutrality by 2050. · Dedicated governance: Climate-related risks, including carbon tax, are overseen by senior management, with carbon risk management embedded in operational decision-making processes. · Metrics and mechanisms: Annual external verification of emissions is used to track progress, assess exposure and inform decision-making. Ongoing emissions-reduction measures include energy-efficiency projects, renewable energy adoption and the implementation of short-, medium- and long-term Scope 1 and 2 emissions-reduction targets. The increased use of renewable energy at Clicks' operations, particularly at its distribution centres, reduces reliance on Eskom-supplied electricity and can also reduce the need for diesel-based backup generation during electricity interruptions. This lowers operational emissions and diesel consumption and, consequently, Clicks' exposure to the carbon fuel levy associated with diesel use. The application of an internal carbon price further supports the group in incorporating current and future carbon-related costs into climate-related decision-making.

(3.6) Have you identified any environmental opportunities which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future?

Environmental issue	Environmental opportunities identified
Climate change	*Select from:* ☑ Yes, we have identified opportunities, and some/all are being realized

[Fixed row]

(3.6.1) Provide details of the environmental opportunities identified which have had a substantive effect on your organization in the reporting year, or are anticipated to have a substantive effect on your organization in the future.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☑ Opp1

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Energy source

☑ Use of renewable energy sources

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☑ Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☑ South Africa

(3.6.1.8) Organization specific description

Clicks views investment in renewable energy as both a financial opportunity and an important component of the group's transition to lower-emission operations. Purchased electricity is a significant operating cost and the group's largest source of Scope 2 emissions, while electricity tariffs are expected to continue increasing over time. Expanding on-site renewable electricity therefore provides an opportunity to reduce grid electricity purchases, lower operating costs and reduce exposure to future tariff and carbon-cost increases. In FY2025, Clicks generated approximately 5,563 MWh of renewable electricity, equivalent to approximately 5% of group electricity consumption. Solar PV and battery systems also provide additional resilience during electricity-supply disruptions and can reduce reliance on diesel backup generation, although diesel savings are not included in the quantified financial effect for this opportunity. The group continues to explore further renewable-energy deployment, including additional on-site generation and potential renewable power purchase agreements.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

☑ Reduced indirect (operating) costs

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

☑ The opportunity has already had a substantive effect on our organization in the reporting year

(3.6.1.12) Magnitude

Select from:

☑ Medium

(3.6.1.13) Effect of the opportunity on the financial position, financial performance and cash flows of the organization in the reporting period

Renewable electricity generated by Clicks' on-site solar PV systems reduces the volume of electricity that would otherwise need to be purchased from the national grid. This lowers electricity operating expenditure and improves operating margins while reducing exposure to electricity-tariff increases. Renewable-energy infrastructure also strengthens the group's asset base and supports more stable operating cash flows through recurring electricity-cost savings. Solar PV and battery systems may additionally reduce reliance on diesel backup generation during electricity interruptions; however, this benefit has been excluded from the quantified financial effect to avoid double counting with the group's diesel-related risk exposure.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☑ Yes

(3.6.1.16) Financial effect figure in the reporting year (currency)

10899934

(3.6.1.23) Explanation of financial effect figures

Clicks generated approximately 5,562,610 kWh of renewable electricity in FY2025. The gross value of grid electricity displaced in the reporting year is estimated by applying the 2024/25 NERSA national average standard-customer electricity price of approximately R1.95/kWh to the renewable electricity generated. This gives estimated avoided grid-electricity expenditure of approximately R10.90 million: 5,562,610 kWh × R1.95/kWh = R10,899,934. A national average electricity price is used as a proxy because Clicks operates across multiple municipalities and electricity-supply arrangements and therefore does not pay a single uniform tariff across all sites. This figure represents gross avoided grid-electricity expenditure and does not deduct the levelised cost of Clicks' own renewable generation, which has not yet been quantified. The estimate also excludes potential savings from reduced diesel-generator use, avoided future carbon costs and other resilience benefits.

(3.6.1.24) Cost to realize opportunity

25000000

(3.6.1.25) Explanation of cost calculation

The Clicks group expanded its use of solar power to reduce reliance on non-renewable energy sources in the reporting year. In addition to the solar installation on the head office roof, the group installed additional solar PV (and lithium batteries) across the Montague Gardens, Mahogany Ridge and Centurion distribution centres at an accumulative cost of R25 million.

(3.6.1.26) Strategy to realize opportunity

Clicks' strategy to realise the financial and environmental benefits of renewable energy is embedded in its Carbon Neutrality Management Plan and focuses on progressively reducing reliance on carbon-intensive grid electricity through solar PV, battery storage and energy-efficiency measures. In FY2025, Clicks generated approximately 5,563 MWh of renewable electricity, demonstrating the existing financial and emissions benefit of on-site generation. Future implementation includes expanding renewable-energy capacity at suitable facilities, assessing additional battery-storage opportunities and exploring renewable power purchase agreements to extend renewable electricity supply to the wider store network. Energy-efficiency measures such as LED lighting, smart metering and automated controls complement this strategy by reducing baseline electricity demand and improving the cost effectiveness of renewable-energy deployment. Renewable energy also provides an additional resilience benefit by reducing reliance on diesel backup generation during electricity-supply disruptions.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☑ Opp2

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Resource efficiency

☑ Reduced water usage and consumption

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☑ Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☑ South Africa

(3.6.1.8) Organization specific description

Clicks has an opportunity to reduce operating costs and strengthen resilience by improving water efficiency and reducing dependence on municipal supply. Measures already implemented include boreholes, rainwater harvesting, grey-water reuse, smart metering, leak detection and water-efficient fixtures at head office and distribution facilities. In FY2025, smart metering and leak-detection measures contributed to a 26.6% reduction in consumption at distribution centres and head office, while borehole systems supplied 5,833 kL of non-potable water. These measures reduce municipal purchases while strengthening continuity during drought or supply interruption.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

☑ Reduced indirect (operating) costs

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

☑ Short-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

☑ Likely (66–100%)

(3.6.1.12) Magnitude

Select from:

☑ Medium-low

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Scaling water-efficiency and alternative-supply measures can reduce municipal water expenditure and exposure to future tariff increases while strengthening continuity at facilities that require reliable water supply. Savings begin once alternative sources displace municipal purchases, while improved supply security reduces the risk of business interruption. For example, UPD plans to add two boreholes to the Lea Glen distribution centre, The boreholes have a combined production capacity of 5 kL per hour. Based on FY2025 municipal water consumption, they could reduce municipal water purchases by up to approximately 21373 kL per year, subject to actual operating hours, sustainable yield and site demand. The annual saving would range from R1 453 000 to R1 581 000 under the future tariff scenarios, based on current municipal tariff levels. From a cash-flow perspective, water-efficiency and alternative-supply measures reduce municipal water expenditure and exposure to tariff and supply volatility, supporting more predictable operating costs and strengthening long-term operational and financial resilience.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☑ Yes

(3.6.1.17) Anticipated financial effect figure in the short-term - minimum (currency)

1453000

(3.6.1.18) Anticipated financial effect figure in the short-term – maximum (currency)

1581000

(3.6.1.23) Explanation of financial effect figures

Improving water efficiency can reduce municipal water costs and increase resilience to drought and supply interruption. The addition of two boreholes results in 21 373 kL of avoided municipal water purchases. The cost of water over the next three years (short term range) will range between approximately R68-R74 per kilolitre (based on the approved tariffs for the City of Johannesburg), therefore, the cost of savings on the current municipal water use per year will range between R1,453,000 to R1,581,000.

(3.6.1.24) Cost to realize opportunity

400000

(3.6.1.25) Explanation of cost calculation

Approximately R400,000 will be spent on the additional borehole infrastructure at Lea Glen and Montague Gardens.

(3.6.1.26) Strategy to realize opportunity

Clicks intends to scale water-efficiency and alternative-supply measures at high-use and higher-risk sites, beginning with distribution centres and other facilities where consumption levels provide the strongest continuity and financial benefit. Site selection and phasing are informed by climate and water risk assessments together with consumption data, allowing Clicks to prioritise locations where interventions are expected to provide faster payback and reduce operational disruption during municipal supply restrictions. The technology portfolio includes boreholes where viable, rainwater harvesting, grey-water reuse, leak detection, metering, ultra-low-flush toilets and other low-flow fixtures. These measures are integrated into business-continuity planning to maintain alternative water supply at critical facilities and reduce downtime during drought or municipal outages. Performance is monitored against annual water-consumption data, including the FY2025 group baseline of 69,762 kL, and incorporated into the group's sustainability, governance and risk-management processes.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☑ Opp3

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Resource efficiency

☑ Use of more efficient modes of transport

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☑ Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☑ South Africa

(3.6.1.8) Organization specific description

UPD's pharmaceutical distribution fleet is a material source of Clicks' Scope 1 mobile-fuel emissions. Electrifying suitable delivery routes creates an opportunity to reduce diesel expenditure, carbon-related fuel costs and tailpipe emissions while maintaining pharmaceutical cold-chain requirements. In FY2025, UPD operated 42 zero-emission pharma-compliant electric delivery vehicles in Gauteng and the Western Cape, equipped with solar-powered refrigeration. Phase 2 of the EV roll out, consisting of 43 vehicles, was implemented in Durban, Bloemfontein and Gqeberha, which included adding additional vehicles to the Cape Town and Johannesburg fleet.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

☑ Returns on investment in low-emission technology

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

☑ Short-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

☑ Very likely (90–100%)

(3.6.1.12) Magnitude

Select from:

☑ Medium

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Additional EV deployment requires upfront vehicle and charging investment but is expected to reduce annual fleet operating costs through lower diesel consumption. The financial benefit will depend on vehicle utilisation, diesel prices, electricity tariffs and the proportion of charging supplied from renewable energy. Reduced fuel-price fluctuations exposure can improve operating-cost predictability while fleet electrification also supports Clicks' emissions-reduction objectives.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☑ Yes

(3.6.1.17) Anticipated financial effect figure in the short-term - minimum (currency)

6733347

(3.6.1.18) Anticipated financial effect figure in the short-term – maximum (currency)

7375892

(3.6.1.23) Explanation of financial effect figures

The anticipated savings from transitioning to EVs arise primarily from reduced reliance on diesel, including the carbon-tax component embedded in the diesel price. Based on the FY2025 performance of UPD's existing electric fleet, 43 additional EVs are estimated to avoid approximately 300,115 litres of diesel consumption annually. As the opportunity relates to anticipated short-term savings, a diesel price of approximately R29.10/litre has been applied as a proxy, based on the prevailing inland wholesale price for 0.05% sulphur diesel from September 2026. This represents avoided diesel expenditure of approximately R8.73 million per year. Assuming comparable vehicle utilisation, the additional fleet would travel approximately 2,308,596 km annually. At an EV electricity-consumption factor of 0.294 kWh/km, this distance would require approximately 678,727 kWh of electricity. At R2/kWh, annual charging expenditure would be approximately R1.36 million,

producing estimated annual net savings of approximately R7.38 million. Under a more conservative charging-cost assumption of R2 million per year, annual net savings would be approximately R6.73 million. The resulting estimated saving range is therefore approximately R6.7 million to R7.4 million annually over the short term. As diesel prices are adjusted monthly and are influenced by international fuel prices and exchange rates, the diesel price represents a current proxy rather than a fixed future tariff.

(3.6.1.24) Cost to realize opportunity

28000000

(3.6.1.25) Explanation of cost calculation

The procurement cost for the 43 additional electric vehicles is approximately R28 million, equivalent to around R651,163 per vehicle. Once deployed, these additional vehicles will increase the UPD EV fleet to 95 vehicles, representing approximately 83% of the total fleet of 115 vehicles.

(3.6.1.26) Strategy to realize opportunity

Clicks has developed a structured strategy to maximise the financial and environmental benefits of transitioning its UPD distribution fleet from diesel to electric. Fleet electrification is being implemented progressively on routes suited to EV range, utilisation and charging requirements, supported by telematics and route-optimisation tools to improve vehicle utilisation and reduce charging downtime. Clicks is also assessing renewable-energy charging at distribution centres to further reduce the emissions associated with EV operation. Together, these measures reduce diesel consumption, lower operating costs and support the group's broader emissions-reduction objectives.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☑ Opp4

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Resource efficiency

☑ Move to more energy/resource efficient buildings

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☑ Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☑ South Africa

(3.6.1.8) Organization specific description

Purchased electricity is Clicks' largest operational emissions source and a significant operating cost across its retail and distribution footprint. Improving building energy efficiency therefore provides an opportunity to reduce electricity costs and Scope 2 emissions while reducing the amount of renewable electricity required to meet the group's decarbonisation objectives. Initiatives include LED lighting, smart electricity meters, automated lighting controls, efficient refrigeration and HVAC equipment and the incorporation of energy-efficiency requirements into new facilities. These interventions can generate recurring operating savings and improve the economics of future solar and renewable-PPA investments.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

☑ Reduced indirect (operating) costs

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

☑ Short-term

(3.6.1.11) Likelihood of the opportunity having an effect within the anticipated time horizon

Select from:

☑ Very likely (90–100%)

(3.6.1.12) Magnitude

Select from:

☑ Medium

(3.6.1.14) Anticipated effect of the opportunity on the financial position, financial performance and cash flows of the organization in the selected future time horizons

Energy-efficiency upgrades reduce electricity consumption and associated operating expenditure, with savings continuing over the useful life of the equipment. Lower baseline electricity demand also reduces exposure to tariff increases and potential future carbon-cost pass-through and lowers the renewable-energy capacity required to decarbonise the group's electricity consumption.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☑ Yes

(3.6.1.17) Anticipated financial effect figure in the short-term - minimum (currency)

3150863

(3.6.1.18) Anticipated financial effect figure in the short-term – maximum (currency)

3735413

(3.6.1.23) Explanation of financial effect figures

Upgrading lighting from fluorescent to LED lighting and implementing other energy-efficiency measures, such as double switches and electricity monitoring meters, enable Clicks to reduce electricity consumption and associated operating costs. In the reporting year, the group spent R433.051 million on water and electricity, of which electricity represented approximately 60% (R259.831 million). Improved energy efficiency also reduces Clicks' electricity consumption and resultant Scope 2 emissions. During FY2025, approximately 2,608 LED fittings were supplied as part of the LED roll-out across 30 Clicks stores. The LED retrofits are estimated to avoid approximately 1,426 MWh of electricity per year. The anticipated annual financial benefit is calculated by applying a national average electricity-tariff range of approximately R2.21/kWh to R2.62/kWh, based on NERSA-approved average electricity prices for 2025/26 through to 2027/28, to the estimated annual electricity saving of approximately 1,425,730 kWh. This results in estimated annual electricity-cost savings of approximately R3.15 million to R3.74 million. Actual savings will vary according to the electricity tariff applicable to individual Clicks sites. By the end of FY2025, approximately 77% of Clicks stores were fitted with LED lighting, based on the prior-year LED penetration of 72%, the 30 stores converted through the FY2025 LED rollout.

(3.6.1.24) Cost to realize opportunity

3230000

(3.6.1.25) Explanation of cost calculation

Approximately R3.23 million was spent on LED retrofits during FY2025.

(3.6.1.26) Strategy to realize opportunity

Clicks prioritises proven energy-efficiency measures with relatively short payback periods. LED lighting is being progressively rolled out across stores, supported by store-level electricity metering, double-switch arrangements, automated lighting controls and efficiency upgrades to refrigeration and HVAC systems. Consumption data are used to identify high-use sites and prioritise further interventions. Improving efficiency before adding renewable generation reduces baseline electricity demand and improves the economics and scalability of solar PV, battery and PPA solutions.

Climate change

(3.6.1.1) Opportunity identifier

Select from:

☑ Opp5

(3.6.1.3) Opportunity type and primary environmental opportunity driver

Resource efficiency

☑ Increased efficiency of production and/or distribution processes

(3.6.1.4) Value chain stage where the opportunity occurs

Select from:

☑ Direct operations

(3.6.1.5) Country/area where the opportunity occurs

Select all that apply

☑ South Africa

(3.6.1.8) Organization specific description

Clicks has an opportunity to reduce transport-related operating costs and emissions through improved route planning and fleet management. The group has invested approximately R1.2 million in a Transport Management System (TMS) to support centralised route planning, fleet tracking and optimisation of distribution activities. By reducing unnecessary travel, improving vehicle utilisation and selecting more efficient delivery routes, the system can lower diesel consumption, distribution costs and associated greenhouse gas emissions. In FY2025, optimisation of fleet delivery routes resulted in a reduction of 385,635 kilometres travelled compared with the prior year, demonstrating the potential for digital fleet-management tools to improve both financial and environmental performance. Route optimisation is also identified in Clicks' externally verified GHG inventory as one of the factors contributing to lower transport and distribution emissions.

(3.6.1.9) Primary financial effect of the opportunity

Select from:

☑ Reduced indirect (operating) costs

(3.6.1.10) Time horizon over which the opportunity is anticipated to have a substantive effect on the organization

Select all that apply

☑ The opportunity has already had a substantive effect on our organization in the reporting year

(3.6.1.12) Magnitude

Select from:

☑ Medium-low

(3.6.1.13) Effect of the opportunity on the financial position, financial performance and cash flows of the organization in the reporting period

The TMS supports more efficient distribution by reducing unnecessary vehicle kilometres and improving route and fleet utilisation. This can lower diesel consumption and associated vehicle operating costs, directly reducing distribution expenditure. In FY2025, route optimisation resulted in 385,635 fewer kilometres travelled compared with the prior year, providing an operational basis for lower fuel consumption and transport emissions. These savings support operating margins and cash flows by reducing recurring fuel expenditure, while improved fleet utilisation can defer the need for additional transport capacity.

(3.6.1.15) Are you able to quantify the financial effects of the opportunity?

Select from:

☑ Yes

(3.6.1.16) Financial effect figure in the reporting year (currency)

1285450

(3.6.1.23) Explanation of financial effect figures

In FY2025, fleet route optimisation reduced total kilometres travelled by approximately 385,635 km compared with the prior year. Using an indicative average vehicle fuel efficiency of 6 km/litre, this reduction equates to approximately 64,273 litres of diesel avoided. At an average diesel price of R20/litre, the associated avoided fuel expenditure is approximately R1.29 million per year. The estimate reflects fuel-cost savings only and excludes potential additional benefits from reduced vehicle wear, maintenance, tyre replacement and other kilometre-dependent operating costs.

(3.6.1.24) Cost to realize opportunity

1200000

(3.6.1.25) Explanation of cost calculation

Clicks invested approximately R1.2 million in the Transport Management System to support centralised route planning, fleet tracking and optimisation of distribution activities. The amount is identified in Clicks' current environmental-opportunity investment data as expenditure associated with the TMS.

(3.6.1.26) Strategy to realize opportunity

Clicks is using the TMS to centralise route planning and fleet tracking and to improve the efficiency of distribution activities. Route and utilisation data are used to reduce unnecessary kilometres, optimise delivery schedules and improve vehicle deployment across the distribution network. The system complements Clicks' broader fleet-efficiency strategy, including telematics, route optimisation and the phased introduction of electric vehicles. These tools can also support EV deployment by identifying routes that are suited to vehicle range, charging opportunities and delivery schedules. Continued use of route-performance data will enable Clicks to refine delivery planning, reduce fuel consumption and associated emissions, and improve the overall efficiency and resilience of its distribution network. Clicks already identifies fleet telematics and route-optimisation tools as part of its transport strategy.
[Add row]

(3.6.2) Provide the amount and proportion of your financial metrics in the reporting year that are aligned with the substantive effects of environmental opportunities.

Climate change

(3.6.2.1) Financial metric

Select from:

☑ CAPEX

(3.6.2.2) Amount of financial metric aligned with opportunities for this environmental issue (unit currency as selected in 1.2)

57430000

(3.6.2.3) % of total financial metric aligned with opportunities for this environmental issue

Select from:
☑ 1-10%

(3.6.2.4) Explanation of financial figures

FY2025 group capital expenditure was approximately R985 million. Based on the climate-related investments in Module 3, approximately R57.43 million, or 5.8%, of FY2025 group CAPEX is estimated to be aligned with climate-related environmental opportunities. The aligned amount comprises approximately R25.0 million associated with renewable-energy investment, R28.0 million associated with electric vehicles, R3.23 million associated with LED retrofits across 30 stores and R1.2 million associated with the Transport Management System. These investments support renewable-energy generation, lower-emission transport, improved energy efficiency and more efficient distribution activities. The planned R400,000 borehole expenditure has been excluded because it falls outside the FY2025 reporting period. Based on FY2025 group CAPEX of R985 million: R57.43 million ÷ R985 million × 100 = approximately 5.83%.
[Add row]

C4. Governance

(4.1) Does your organization have a board of directors or an equivalent governing body?

(4.1.1) Board of directors or equivalent governing body

Select from:

☑ Yes

(4.1.2) Frequency with which the board or equivalent meets

Select from:

☑ Quarterly

(4.1.3) Types of directors your board or equivalent is comprised of

Select all that apply

☑ Executive directors or equivalent

☑ Independent non-executive directors or equivalent

(4.1.4) Board diversity and inclusion policy

Select from:

☑ Yes, and it is publicly available

(4.1.5) Briefly describe what the policy covers

Clicks Group has adopted a broader board diversity policy which includes voluntary targets of 50% black and 33% female representation at board level. The Board Charter requires the Board to maintain an appropriate balance of knowledge, skills, experience, diversity and independence to enable it to fulfil its duties and responsibilities objectively and effectively. In considering Board composition and appointments, regard is given to the skills and experience required, diversity and succession planning. As at 31 August 2025, the Board comprised eight directors: two executive directors and six independent non-executive directors. At that reporting date, independent directors represented 75% of the Board, black directors represented 75% and female directors represented 50%, exceeding the Group's

voluntary race and gender diversity targets. The Board considers its mix of knowledge, skills, experience, diversity and independence appropriate to discharge its governance responsibilities effectively.

(4.1.6) Attach the policy (optional)

CGL-YE25-Integrated-annual-report.pdf
[Fixed row]

(4.1.1) Is there board-level oversight of environmental issues within your organization?

Climate change

(4.1.1.1) Board-level oversight of this environmental issue

Select from:
☑ Yes

Biodiversity

(4.1.1.1) Board-level oversight of this environmental issue

Select from:
☑ No, but we plan to within the next two years

(4.1.1.2) Primary reason for no board-level oversight of this environmental issue

Select from:
☑ Not an immediate strategic priority

(4.1.1.3) Explain why your organization does not have board-level oversight of this environmental issue

During FY2025, Clicks completed a Biodiversity Readiness Assessment to identify biodiversity-related risks, impacts and exposure across its value chain. Given Clicks' retail-led business model, its more significant biodiversity-related considerations arise primarily upstream in the value chain, particularly through the sourcing of products and higher-impact raw materials, rather than from its direct retail and pharmacy operations. This creates a broad and complex area of oversight across a diverse supplier and product base, and further work is required to determine the appropriate governance, monitoring and resourcing approach. The Board, through

the Social & Ethics Committee, currently provides oversight of sustainability and environmental stewardship generally; however, specific Board-level accountability for biodiversity has not yet been formally assigned. The assessment provides the basis for strengthening biodiversity governance, including integrating priority biodiversity issues into the Group's sustainability and risk-management processes. Over the next two years, Clicks plans to further formalise governance arrangements for biodiversity as the assessment recommendations are progressed, including clarifying management and Board-level accountability and developing appropriate monitoring and target-setting for priority biodiversity areas.
[Fixed row]

(4.1.2) Identify the positions (do not include any names) of the individuals or committees on the board with accountability for environmental issues and provide details of the board's oversight of environmental issues.

Climate change

(4.1.2.1) Positions of individuals or committees with accountability for this environmental issue

Select all that apply

☑ Chief Executive Officer (CEO)

☑ Board-level committee

(4.1.2.2) Positions' accountability for this environmental issue is outlined in policies applicable to the board

Select from:

☑ Yes

(4.1.2.3) Policies which outline the positions' accountability for this environmental issue

Select all that apply

☑ Other policy applicable to the board, please specify :Clicks-Group-Environmental-and-Climate-Change-Policy-2025

(4.1.2.4) Frequency with which this environmental issue is a scheduled agenda item

Select from:

☑ Scheduled agenda item in every board meeting (standing agenda item)

(4.1.2.5) Governance mechanisms into which this environmental issue is integrated

Select all that apply

☑ Overseeing the setting of corporate targets
☑ Monitoring progress towards corporate targets
☑ Overseeing and guiding value chain engagement
☑ Approving corporate policies and/or commitments
☑ Approving and/or overseeing employee incentives
☑ Monitoring compliance with corporate policies and/or commitments
☑ Overseeing and guiding major capital expenditures
☑ Monitoring the implementation of the business strategy
☑ Overseeing reporting, audit, and verification processes
☑ Monitoring the implementation of a climate transition plan
☑ Overseeing and guiding acquisitions, mergers, and divestitures
☑ Reviewing and guiding the assessment process for dependencies, impacts, risks, and opportunities

(4.1.2.7) Please explain

Governance mechanisms and accountability: The Board retains ultimate accountability for environmental and climate-related matters. The Social & Ethics Committee is custodian of the Environmental and Climate Change Policy and monitors ESG compliance and stakeholder matters. The Audit & Risk Committee oversees climate risk, sustainability issues and related controls, while the Remuneration Committee oversees alignment of incentives with strategic delivery. The CEO has primary responsibility for executive implementation and is accountable to the Board for execution and monitoring. Board agenda, briefing and information flow: Environmental matters are a standing agenda item within the Board governance process. Executive management is accountable for sustainability performance and is supported by the cross-functional Sustainability Forum, which sets standards, coordinates implementation, monitors progress and collates ESG data. This provides the management information flow through executive leadership and the relevant Board committees to the Board. Material ESG issues are identified through stakeholder engagement and risk assessments conducted by executive management and reviewed by the Board, informing strategic decisions and resource allocation. FY2025 Board/committee action: During FY2025, the Board reviewed the Group's Environmental and Climate Change Policy as part of embedding ESG practices. The updated policy was approved by the Social & Ethics Committee and CEO on 11 February 2025. The policy strengthens governance of climate risk, environmental targets, reporting, value-chain engagement and implementation of the Carbon Neutrality Management Plan. FY2025 performance reviewed through the governance framework included 5,563 MWh of renewable energy generated and continued deployment of electric delivery vehicles and other emissions-reduction initiatives. Trade-offs and value chain: The Board considers material sustainability issues alongside strategy and resource allocation. The Integrated Report recognises that reducing environmental impacts can require short- to medium-term financial investment, while delivering longer-term benefits as the Group progresses towards carbon neutrality. Environmental oversight also extends to selected value-chain matters through sustainable sourcing, supplier and customer engagement and assessment of climate-related risks and opportunities; it does not imply detailed Board oversight of every environmental impact at every value-chain stage.
[Fixed row]

(4.2) Does your organization's board have competency on environmental issues?

Climate change

(4.2.1) Board-level competency on this environmental issue

Select from:

☑ Yes

(4.2.2) Mechanisms to maintain an environmentally competent board

Select all that apply

☑ Consulting regularly with an internal, permanent, subject-expert working group

☑ Engaging regularly with external stakeholders and experts on environmental issues

☑ Regular training for directors on environmental issues, industry best practice, and standards (e.g., TCFD, SBTi)

☑ Having at least one board member with expertise on this environmental issue

(4.2.3) Environmental expertise of the board member

Experience

☑ Executive-level experience in a role focused on environmental issues

[Fixed row]

(4.3) Is there management-level responsibility for environmental issues within your organization?

Climate change

(4.3.1) Management-level responsibility for this environmental issue

Select from:

☑ Yes

Biodiversity

(4.3.1) Management-level responsibility for this environmental issue

Select from:

☑ No, but we plan to within the next two years

(4.3.2) Primary reason for no management-level responsibility for environmental issues

Select from:

☑ Other, please specify :Biodiversity governance and management arrangements are being formalised following the FY2025 Biodiversity Readiness Assessment.

(4.3.3) Explain why your organization does not have management-level responsibility for environmental issues

During FY2025, Clicks completed a Biodiversity Readiness Assessment with the Endangered Wildlife Trust to identify the Group's principal biodiversity-related risks, impacts and exposure across its value chain. The assessment identified priority areas including nature-based raw materials, packaging and product disposal, and recommended actions relating to sourcing standards, supplier engagement, monitoring and target-setting. Given Clicks' retail-led business model, biodiversity-related exposure is concentrated primarily in the upstream value chain, particularly through product sourcing and higher-impact raw materials, making the issue broad and complex to manage across a diverse supplier and product base. The Board, through the Social & Ethics Committee, currently oversees sustainability and environmental stewardship generally; however, specific management-level accountability for biodiversity has not yet been formally assigned. Biodiversity indicators and targets have also not yet been established. Over the next two years, Clicks plans to further formalise biodiversity governance, management accountability, monitoring and target-setting as the assessment recommendations are progressed and integrated into procurement, product specifications, supplier engagement and sustainability planning.
[Fixed row]

(4.3.1) Provide the highest senior management-level positions or committees with responsibility for environmental issues (do not include the names of individuals).

Climate change

(4.3.1.1) Position of individual or committee with responsibility

Executive level

☑ Chief Executive Officer (CEO)

(4.3.1.2) Environmental responsibilities of this position

Dependencies, impacts, risks and opportunities

☑ Assessing environmental dependencies, impacts, risks, and opportunities

Engagement

☑ Managing value chain engagement related to environmental issues

Policies, commitments, and targets

☑ Monitoring compliance with corporate environmental policies and/or commitments

☑ Measuring progress towards environmental corporate targets

☑ Setting corporate environmental targets

Strategy and financial planning

☑ Implementing a climate transition plan

☑ Implementing the business strategy related to environmental issues

Other

☑ Providing employee incentives related to environmental performance

(4.3.1.4) Reporting line

Select from:

☑ Reports to the board directly

(4.3.1.5) Frequency of reporting to the board on environmental issues

Select from:

☑ Quarterly

(4.3.1.6) Please explain

Organisational structure: The CEO has primary responsibility for implementing Clicks Group's Environmental and Climate Change Policy and is accountable to the Board for execution and monitoring. The CEO is supported by executive leadership, the Group Sustainability Manager and the Sustainability Forum. The Group Sustainability Manager implements and monitors sustainability initiatives, goals and strategies and supports ESG reporting. Controls and procedures: Environmental issues are managed through sustainability, risk-management and operational processes. The policy requires assessment of climate-related risks and opportunities across the value chain, regular climate scenario analysis and integration of climate risks into enterprise risk management. Management also implements the Climate Target Setting Approach and Carbon Neutrality Management Plan and monitors environmental targets and commitments. Information and reporting frequency: The CEO is informed through regular sustainability reporting and the Sustainability Forum. Environmental performance, risks, progress against targets and key initiatives

are reviewed quarterly and escalated through the governance structure as appropriate. In FY2025, the Social & Ethics Committee met twice and assessed sustainability performance, including Clicks' CDP rating and FTSE4Good inclusion. Integration with internal functions: Environmental matters are integrated with strategy, risk, operations, finance, procurement, supply chain and remuneration. This includes value-chain engagement, renewable energy, emissions reduction, water and waste initiatives, and environmental performance within employee incentives.
[Add row]

(4.5) Do you provide monetary incentives for the management of environmental issues, including the attainment of targets?

Climate change

(4.5.1) Provision of monetary incentives related to this environmental issue

Select from:
☑ Yes

(4.5.2) % of total C-suite and board-level monetary incentives linked to the management of this environmental issue

3

(4.5.3) Please explain

15% of the annual incentive is subject to an ESG modifier. A qualifying employee's incentive payment may be adjusted downwards by up to 15% if specified ESG performance measures are not achieved. The modifier weightings are as follows: Composite measure: Maintain leadership positioning on the FTSE4Good Index relative to the sub-sector average for drug retailers and the consumer services industry average (6%). Environmental measure: Increase the Clicks Group's use of solar renewable energy to at least 4,500 MWh (3%). Social measure: Obtain a level 4 BBBEE rating or better, and UPD a level 2 BBBEE rating or better in terms of the scoring applicable to the road freight industry (3%). Governance measure: No material breaches of customer privacy and, to a material extent, maintaining the security of data (3%).
[Fixed row]

(4.5.1) Provide further details on the monetary incentives provided for the management of environmental issues (do not include the names of individuals).

Climate change

(4.5.1.1) Position entitled to monetary incentive

Board or executive level

☑ Chief Executive Officer (CEO)

(4.5.1.2) Incentives

Select all that apply

☑ Bonus - % of salary

☑ Bonus – set figure

(4.5.1.3) Performance metrics

Targets

☑ Progress towards environmental targets

☑ Achievement of environmental targets

☑ Organization performance against an environmental sustainability index

Emission reduction

☑ Reduction in emissions intensity

☑ Increased share of renewable energy in total energy consumption

(4.5.1.4) Incentive plan the incentives are linked to

Select from:

☑ Both Short-Term and Long-Term Incentive Plan, or equivalent

(4.5.1.5) Further details of incentives

Time period over which performance is measured: The Short-Term Incentive (STI) is assessed annually. The Long-Term Incentive (LTI) has three- to five-year performance/vesting periods, with 60% vesting after year three and 20% after each of years four and five. Both schemes are subject to the ESG modifier. Quantitative details of the incentive and performance metric: The CEO's on-target STI is 75% of annual guaranteed pay (AGP), capped at 120% of AGP. The amount of the CEO's STI or LTI payment may be adjusted downwards by up to 15% if specified ESG performance metrics are not achieved. The environmental measure carries a

3% weighting and requires Clicks Group to achieve at least 4,500MWh of solar renewable energy generation for the year. Reduction in emissions intensity is also monitored against the Group's formal Scopes 1 and 2 emissions-intensity targets, which include a 5% reduction target for FY2025 and a 10% reduction target for FY2030 against the FY2015 base year. A separate 6% composite ESG measure requires the Group to maintain its leadership positioning on the FTSE4Good Index relative to the relevant sub-sector and industry averages. Regional, sectoral and operational context: The environmental metrics apply at Group level and supports Clicks' operational decarbonisation programme, including increased renewable-energy generation, energy-efficiency measures and reductions in operational emissions. Clicks' operations are primarily supplied by grid electricity, while on-site solar PV displaces a portion of grid-supplied electricity and thereby supports both increased renewable-energy use and emissions reduction.

(4.5.1.6) How the position's incentives contribute to the achievement of your environmental commitments and/or climate transition plan

Link to climate transition plan and KPIs: The renewable-energy and emissions-intensity metric support implementation of Clicks' Climate Target Setting Approach and Carbon Neutrality Management Plan. The annual renewable-energy threshold of at least 4,500 MWh and the Group's emission-intensity reduction targets provide measurable indicators of progress in reducing reliance on carbon-intensive energy and lowering operational emissions. Contribution to environmental commitments: The incentive supports delivery of the Group's commitment to expand renewable energy and contributes to its 2050 carbon-neutrality ambition. Linking environmental performance to both STI and LTI outcomes strengthens executive accountability for delivery over short- and longer-term time horizons. Progress achieved: In FY2025, Clicks generated 5,563 MWh of renewable energy, exceeding the 4,500 MWh annual threshold. Renewable energy accounted for 5.0% of electricity consumption, up from 4.7% in FY2024, while Scopes 1 and 2 emissions intensity was 0.172 tCO2e/m2 against an FY2025 target of 0.176 tCO2e/m2.

Climate change

(4.5.1.1) Position entitled to monetary incentive

Board or executive level

☑ Chief Financial Officer (CFO)

(4.5.1.2) Incentives

Select all that apply

☑ Bonus - % of salary

☑ Bonus – set figure

(4.5.1.3) Performance metrics

Targets

☑ Progress towards environmental targets

☑ Achievement of environmental targets

☑ Organization performance against an environmental sustainability index

Emission reduction

☑ Reduction in emissions intensity

☑ Increased share of renewable energy in total energy consumption

(4.5.1.4) Incentive plan the incentives are linked to

Select from:

☑ Both Short-Term and Long-Term Incentive Plan, or equivalent

(4.5.1.5) Further details of incentives

Time period over which performance is measured: The Short-Term Incentive (STI) is assessed annually. The Long-Term Incentive (LTI) operates over multi-year performance and vesting periods. Both schemes are subject to the ESG modifier. Quantitative details of the incentive and performance metrics: The CFO's on-target STI is 60% of annual guaranteed pay (AGP), capped at 100% of AGP. The amount of the CFO's STI or LTI payment may be adjusted downwards by up to 15% if specified ESG performance metrics are not achieved. The environmental measure carries a 3% weighting and requires Clicks Group to achieve at least 4,500 MWh of solar renewable energy generation for the year. A separate 6% composite ESG measure requires the Group to maintain its leadership positioning on the FTSE4Good Index relative to the relevant sub-sector and industry averages. Reduction in emissions intensity is also a relevant climate performance metric within the Group's ESG framework, with formal Scopes 1 and 2 emissions-intensity targets of a 5% reduction by FY2025 and a 10% reduction by FY2030 against the FY2015 base year. The solar-generation measure also supports the Group's renewable-energy share target of 5% of electricity consumption by FY2025 and 10% by FY2030. Regional, sectoral and operational context: The environmental metrics apply at Group level and support Clicks' operational decarbonisation programme, including renewable-energy generation, energy-efficiency measures and reductions in operational emissions. On-site solar PV displaces a portion of grid-supplied electricity, supporting both increased renewable-energy use and lower Scope 2 emissions.

(4.5.1.6) How the position's incentives contribute to the achievement of your environmental commitments and/or climate transition plan

Link to climate transition plan and KPIs: The renewable-energy and emissions-intensity metrics support implementation of Clicks' Climate Target Setting Approach and Carbon Neutrality Management Plan. The annual renewable-energy threshold of at least 4,500 MWh and the Group's emissions-intensity reduction targets provide measurable indicators supporting increased renewable-energy generation, an increased share of renewable electricity consumption and reductions in operational emissions. Contribution to environmental commitments: The incentive framework supports delivery of the Group's renewable-energy, emissions-reduction

and longer-term carbon-neutrality objectives. Increasing on-site solar generation supports the Group's renewable-energy share target while displacing grid-supplied electricity. Linking environmental performance to STI and LTI outcomes strengthens executive accountability over short- and longer-term time horizons. Progress achieved: In FY2025, Clicks generated 5,563 MWh of renewable energy, exceeding the 4,500 MWh annual threshold, with renewable energy accounting for 5.0% of electricity consumption, up from 4.7% in FY2024. FY2025 Scopes 1 and 2 emissions intensity was 0.172 tCO2e/m2, compared with the FY2025 target of 0.176 tCO2e/m2. The FY2025 remuneration implementation report also confirms that the ESG modifier did not result in a downward adjustment to the CFO's STI award.

Climate change

(4.5.1.1) Position entitled to monetary incentive

Board or executive level

☑ Corporate executive team

(4.5.1.2) Incentives

Select all that apply

☑ Bonus - % of salary

☑ Bonus – set figure

(4.5.1.3) Performance metrics

Targets

☑ Progress towards environmental targets

☑ Achievement of environmental targets

☑ Organization performance against an environmental sustainability index

Emission reduction

☑ Reduction in emissions intensity

☑ Increased share of renewable energy in total energy consumption

(4.5.1.4) Incentive plan the incentives are linked to

Select from:

☑ Both Short-Term and Long-Term Incentive Plan, or equivalent

(4.5.1.5) Further details of incentives

Time period over which performance is measured: The Short-Term Incentive (STI) is assessed annually. Eligible Group executives also participate in the Long-Term Incentive (LTI), which operates over multi-year performance and vesting periods. Both schemes are subject to the ESG modifier. The remuneration report confirms that executives and senior managers are eligible for the LTI. Quantitative details of the incentive and performance metrics: A qualifying Group executive's STI or LTI payment may be adjusted downwards by up to 15% if specified ESG performance metrics are not achieved. The environmental measure carries a 3% weighting and requires Clicks Group to achieve at least 4,500 MWh of solar renewable energy generation for the year. A separate 6% composite ESG measure requires the Group to maintain its leadership positioning on the FTSE4Good Index relative to the relevant sub-sector and industry averages. Reduction in emissions intensity is also a relevant climate performance metric within the Group's ESG framework, with formal Scopes 1 and 2 emissions-intensity targets of a 5% reduction by FY2025 and a 10% reduction by FY2030 against the FY2015 base year. The solar-generation measure also supports the Group's renewable-energy share target of 5% of electricity consumption by FY2025 and 10% by FY2030. Regional, sectoral and operational context: The environmental metrics apply at Group level and support Clicks' operational decarbonisation programme, including renewable-energy generation, energy-efficiency measures and reductions in operational emissions. On-site solar PV displaces a portion of grid-supplied electricity, supporting both increased renewable-energy use and lower Scope 2 emissions.

(4.5.1.6) How the position's incentives contribute to the achievement of your environmental commitments and/or climate transition plan

Link to climate transition plan and KPIs: The renewable-energy and emissions-intensity metrics support implementation of Clicks' Climate Target Setting Approach and Carbon Neutrality Management Plan. The annual renewable-energy threshold of at least 4,500 MWh and the Group's emissions-intensity reduction targets provide measurable indicators supporting increased renewable-energy generation, an increased share of renewable electricity consumption and reductions in operational emissions. Contribution to environmental commitments: The incentive framework supports delivery of the Group's renewable-energy, emissions-reduction and longer-term carbon-neutrality objectives. Increasing on-site solar generation supports the Group's renewable-energy share target while displacing grid-supplied electricity. Linking environmental performance to both STI and LTI outcomes strengthens collective executive accountability over short- and longer-term time horizons. Progress achieved: In FY2025, Clicks generated 5,563 MWh of renewable energy, exceeding the 4,500 MWh annual threshold, with renewable energy accounting for 5.0% of electricity consumption, up from 4.7% in FY2024. FY2025 Scopes 1 and 2 emissions intensity was 0.172 tCO2e/m2, compared with the FY2025 target of 0.176 tCO2e/m2.
[Add row]

(4.6) Does your organization have an environmental policy that addresses environmental issues?

	Does your organization have any environmental policies?
	Select from: ☑ Yes

[Fixed row]

(4.6.1) Provide details of your environmental policies.

Row 1

(4.6.1.1) Environmental issues covered

Select all that apply

☑ Climate change

(4.6.1.2) Level of coverage

Select from:

☑ Organization-wide

(4.6.1.3) Value chain stages covered

Select all that apply

☑ Direct operations

☑ Upstream value chain

☑ Downstream value chain

(4.6.1.4) Explain the coverage

Coverage of the policy: The Environmental and Climate Change Policy applies organization-wide to all Clicks Group entities and employees across South Africa, Namibia, Botswana, Eswatini and Lesotho. It covers direct operations through climate-risk management, renewable energy, emissions reduction and reporting, resource efficiency and waste reduction. The policy also extends environmental commitments into the value chain: upstream through ethical and responsible sourcing requirements, supplier compliance with the Supplier Code of Ethics and engagement with suppliers; and downstream through customer and stakeholder engagement, including initiatives to encourage responsible consumer behaviour. Exclusions and limitations: The policy does not state that all provisions apply directly to every supplier, customer or other value-chain actor. Rather, upstream and downstream coverage is implemented through the specific sourcing, supplier-compliance and stakeholder-engagement commitments set out in the policy. No geographic or business-activity exclusions are specified for Clicks Group entities and employees.

(4.6.1.5) Environmental policy content

Environmental commitments

☑ Commitment to a circular economy strategy

☑ Commitment to comply with regulations and mandatory standards

☑ Commitment to take environmental action beyond regulatory compliance

☑ Commitment to stakeholder engagement and capacity building on environmental issues

Climate-specific commitments

☑ Commitment to net-zero emissions

Additional references/Descriptions

☑ Description of environmental requirements for procurement

☑ Reference to timebound environmental milestones and targets

(4.6.1.6) Indicate whether your environmental policy is in line with global environmental treaties or policy goals

Select all that apply

☑ Yes, in line with the Paris Agreement

(4.6.1.7) Public availability

Select from:

☑ Publicly available

(4.6.1.8) Attach the policy

Clicks-Group-Environmental-and-Climate-Change-Policy-2025.pdf
[Add row]

(4.10) Are you a signatory or member of any environmental collaborative frameworks or initiatives?

(4.10.1) Are you a signatory or member of any environmental collaborative frameworks or initiatives?

Select from:
☑ Yes

(4.10.2) Collaborative framework or initiative

Select all that apply
☑ Alliance for Climate Action (ACA)
☑ National Business Initiative
☑ Plastic Pact Network
☑ UN Global Compact
☑ Other, please specify :WWF South Africa, Polyco, eWASA for electrical and electronic equipment, Aerosol Manufacturers Association for aerosol products.

(4.10.3) Describe your organization's role within each framework or initiative

UN Global Compact: Clicks Group is a signatory to the UN Global Compact and has adopted its Ten Principles covering human rights, labour, the environment and anti-corruption. The Social & Ethics Committee assesses the Group's actions against these principles, including the environmental principles, as part of its sustainability oversight. National Business Initiative: Clicks participates in the National Business Initiative as part of its broader engagement on sustainability, climate and responsible business. Through participation in industry networks, the Group remains informed of regulatory developments, evolving stakeholder expectations, industry best practice and emerging sustainability solutions. WWF South Africa: Clicks' FY2025 reporting identifies WWF South Africa among its strategic sustainability partnerships. This engagement supports collaboration on environmental issues and broader efforts to strengthen environmental stewardship and sustainable business practices. Plastics Pact Network: Clicks is a founding member of the South African Plastics Pact. Its participation supports the Group's circular-economy and sustainable-packaging objectives, including reducing problematic packaging, improving recyclability and increasing the responsible use of packaging materials. The FY2025 Integrated Report continues to identify Clicks as a founding member of the Pact. Polyco: Clicks participates in Polyco in support of responsible management of plastic packaging and compliance with extended producer responsibility requirements. This aligns with the Group's packaging, recycling and circular-economy priorities. Clicks is also represented on the Polyco board, enabling the Group to contribute directly to industry collaboration on packaging, recycling and circular-economy initiatives. Polyco is included among the Group's FY2025 strategic partnerships and industry affiliations. eWASA: Clicks participates in eWASA in support of responsible management and recycling of electrical and electronic waste. The initiative supports the Group's broader waste-management and environmental-compliance objectives and is included among its FY2025 industry affiliations. Aerosol Manufacturers Association: Clicks participates in the Aerosol

Manufacturers Association, providing engagement with the aerosol industry on regulatory, safety and environmental matters relevant to aerosol products. The association is included among Clicks' FY2025 industry affiliations. Alliance for Climate Action: Clicks is a signatory to the Alliance for Climate Action South Africa, a multistakeholder initiative supporting the country's transition to a net-zero, climate-resilient economy by 2050. Through its participation, the group collaborates with businesses, government and civil society to advance decarbonisation, strengthen climate resilience and support practical climate solutions across value chains. The Alliance also provides a platform for climate policy engagement and advocacy, aligning with Clicks' sustainability strategy and reinforcing its commitment to responsible business practices, long-term resilience and a sustainable South African economy.
[Fixed row]

(4.11) In the reporting year, did your organization engage in activities that could directly or indirectly influence policy, law, or regulation that may (positively or negatively) impact the environment?

(4.11.1) External engagement activities that could directly or indirectly influence policy, law, or regulation that may impact the environment

Yes

☑ Yes, we engaged indirectly through, and/or provided financial or in-kind support to a trade association or other intermediary organization or individual whose activities could influence policy, law, or regulation

(4.11.2) Indicate whether your organization has a public commitment or position statement to conduct your engagement activities in line with global environmental treaties or policy goals

Select from:

☑ Yes, we have a public commitment or position statement in line with global environmental treaties or policy goals

(4.11.3) Global environmental treaties or policy goals in line with public commitment or position statement

Select all that apply

☑ Paris Agreement

(4.11.4) Attach commitment or position statement

Clicks-Group-Environmental-and-Climate-Change-Policy-2025.pdf

(4.11.5) Indicate whether your organization is registered on a transparency register

Select from:

☑ It is not possible or relevant for my organization or the intermediary organization to be registered

(4.11.8) Describe the process your organization has in place to ensure that your external engagement activities are consistent with your environmental commitments and/or transition plan

Common approach and governance: Clicks' external environmental engagement is guided by the Group's Environmental and Climate Change Policy, sustainability strategy and governance framework. The policy aligns the Group's carbon-management approach with the Paris Agreement, requires stakeholder collaboration across the value chain and provides for assessment of climate-related risks and opportunities. The Social & Ethics Committee is custodian of the policy, the Audit & Risk Committee oversees climate-related risk management, and the CEO is accountable to the Board for implementation. Review and alignment of engagement activities: External engagement through industry bodies and other stakeholders is considered against Clicks' environmental commitments, climate objectives and sustainability priorities. The Sustainability Forum provides a cross-functional mechanism for coordinating sustainability matters, monitoring performance and supporting a common approach across the business. Participation in initiatives such as the NBI also enables Clicks to remain informed of regulatory and climate-policy developments and to contribute business perspectives to collective climate-related discussions. Link to environmental risks and opportunities: External engagement supports Clicks' assessment of climate-related risks and opportunities by providing insight into regulatory developments, industry expectations and transition priorities. These inputs complement the Group's broader risk-management and sustainability processes and inform its response to risks and opportunities across operations and the value chain. Addressing inconsistencies: Clicks' Environmental and Climate Change Policy and climate commitments provide the reference point for assessing whether external engagement remains aligned with the Group's environmental objectives. Where potential concerns regarding alignment arise, they are considered through the Group's established sustainability and governance structures, including executive management and the relevant Board committees, to determine an appropriate response.
[Fixed row]

(4.11.2) Provide details of your indirect engagement on policy, law, or regulation that may (positively or negatively) impact the environment through trade associations or other intermediary organizations or individuals in the reporting year.

Row 1

(4.11.2.1) Type of indirect engagement

Select from:

☑ Indirect engagement via other intermediary organization or individual

(4.11.2.2) Type of organization or individual

Select from:

☑ Other, please specify :Voluntary business coalition / business-led sustainability initiative

(4.11.2.3) State the organization or position of individual

National Business Initiative (NBI)

(4.11.2.5) Environmental issues relevant to the policies, laws, or regulations on which the organization or individual has taken a position

Select all that apply

☑ Climate change

(4.11.2.6) Indicate whether your organization's position is consistent with the organization or individual you engage with

Select from:

☑ Consistent

(4.11.2.7) Indicate whether your organization attempted to influence the organization or individual's position in the reporting year

Select from:

☑ Yes, we publicly promoted their current position

(4.11.2.8) Describe how your organization's position is consistent with or differs from the organization or individual's position, and any actions taken to influence their position

NBI's position on climate policy: The National Business Initiative (NBI) supports South Africa's transition to a low-carbon, climate-resilient economy and has advocated pathways towards net-zero emissions by 2050, alongside a just transition that addresses the country's social and economic priorities. NBI's climate work provides a platform for business engagement and evidence-based input into South Africa's climate and transition policy discussions. Consistency with Clicks' position: Clicks' position is consistent with NBI's approach. Clicks' Environmental and Climate Change Policy aligns its carbon-management strategy with the Paris Agreement, commits the Group to carbon neutrality by 2050 and requires continued implementation of its Climate Target Setting Approach and Carbon Neutrality Management Plan. Actions taken through the engagement: Clicks participates in NBI membership and engagement platforms through which member companies can discuss environmental priorities, emerging regulation, industry trends and best practice and provide input into NBI's work. NBI's Advisory Council on Environment and Society (ACES), its key forum for member interaction on environmental sustainability, meets quarterly and is designed to obtain input from member companies. Through its

NBI membership and participation in these engagement structures, Clicks engages with NBI's climate-related work, remains informed of regulatory and transition developments and has opportunities to contribute business perspectives relevant to sustainability and climate-related risks.

(4.11.2.9) Funding figure your organization provided to this organization or individual in the reporting year (currency)

89272

(4.11.2.10) Describe the aim of this funding and how it could influence policy, law or regulation that may impact the environment

Type and purpose of funding: The funding is provided through Clicks' NBI membership fee. It supports NBI's research, advisory forums, workshops and collaborative platforms on sustainability, climate change and the transition to a low-carbon economy. Expected outcomes: Membership provides Clicks with access to climate-related research, regulatory insights, peer engagement and forums such as ACES. These activities support Clicks in anticipating environmental policy and regulatory developments and contribute to informed business responses to the transition. Potential influence on policy and regulation: NBI brings together member companies and other stakeholders to develop evidence-based business perspectives and contribute to national climate-policy discussions. Clicks' membership therefore supports participation in collaborative business engagement that can inform climate-related policy, regulation and transition pathways, while enabling Clicks to contribute its own perspectives through NBI's member-engagement processes.

(4.11.2.11) Indicate if you have evaluated whether your organization's engagement is aligned with global environmental treaties or policy goals

Select from:

☑ Yes, we have evaluated, and it is aligned

(4.11.2.12) Global environmental treaties or policy goals aligned with your organization's engagement on policy, law or regulation

Select all that apply

☑ Paris Agreement

Row 2

(4.11.2.1) Type of indirect engagement

Select from:

☑ Indirect engagement via a trade association

(4.11.2.4) Trade association

Africa

☑ Other trade association in Africa, please specify :Consumer Goods Council of South Africa (CGCSA)

(4.11.2.5) Environmental issues relevant to the policies, laws, or regulations on which the organization or individual has taken a position

Select all that apply

☑ Climate change

(4.11.2.6) Indicate whether your organization's position is consistent with the organization or individual you engage with

Select from:

☑ Mixed

(4.11.2.7) Indicate whether your organization attempted to influence the organization or individual's position in the reporting year

Select from:

☑ No, we did not attempt to influence their position

(4.11.2.8) Describe how your organization's position is consistent with or differs from the organization or individual's position, and any actions taken to influence their position

CGCSA's position on the proposed AHP EPR scheme: During FY2025, the Consumer Goods Council of South Africa (CGCSA) facilitated industry engagement on the proposed Extended Producer Responsibility (EPR) scheme for Absorbent Hygiene Products (AHPs). Clicks' position: Clicks supports the objectives of EPR and responsible waste management but has concerns regarding the additional administrative and reporting burden associated with the proposed requirements. The Group is already navigating existing EPR reporting and compliance frameworks with limited resources, and further reporting obligations could place additional pressure on internal capacity. This position is consistent with Clicks' broader approach to regulatory compliance, waste management and circular-economy principles. Alignment with CGCSA is mixed: Clicks supports the overall EPR and responsible waste-management objectives, but differs from CGCSA on the proposed administrative and reporting requirements because of the additional compliance burden. Actions taken through the engagement: Clicks participated through CGCSA

in industry discussions on the proposed AHP EPR scheme, contributing its perspective on the practical implementation, compliance and reporting implications of the proposed requirements.

(4.11.2.9) Funding figure your organization provided to this organization or individual in the reporting year (currency)

346424.37

(4.11.2.10) Describe the aim of this funding and how it could influence policy, law or regulation that may impact the environment

Type and purpose of funding: The funding is provided through Clicks' CGCSA membership fee. Membership supports participation in industry engagement, regulatory forums and collective representation on matters affecting the consumer goods sector, including environmental regulation and EPR requirements. Expected outcomes: Through its CGCSA membership, Clicks aims to remain informed of developing regulatory requirements, contribute relevant business perspectives and support practical and effective approaches to implementation. In relation to the proposed AHP EPR scheme, this engagement supports Clicks in understanding the potential implications for its products and compliance obligations and preparing for future requirements. Potential influence on policy and regulation: CGCSA provides a collective industry platform through which member companies can contribute perspectives on proposed legislation and regulation. Clicks' participation therefore provides an avenue for its business and sustainability considerations to contribute to industry input on the development and implementation of EPR requirements, including the proposed AHP scheme.

(4.11.2.11) Indicate if you have evaluated whether your organization's engagement is aligned with global environmental treaties or policy goals

Select from:

☑ Yes, we have evaluated, and it is aligned

(4.11.2.12) Global environmental treaties or policy goals aligned with your organization's engagement on policy, law or regulation

Select all that apply

☑ Paris Agreement

[Add row]

(4.12) Have you published information about your organization's response to environmental issues for this reporting year in places other than your CDP response?

Select from:
☑ Yes

(4.12.1) Provide details on the information published about your organization's response to environmental issues for this reporting year in places other than your CDP response. Please attach the publication.

Row 1

(4.12.1.1) Publication

Select from:
☑ In mainstream reports

(4.12.1.2) Is your publication in line with a standard or framework?

Select from:
☑ Yes

(4.12.1.3) Standard or framework the publication is in line with

Select all that apply
☑ GRI
☑ IFRS
☑ TCFD

(4.12.1.4) Environmental issues covered in publication

Select all that apply
☑ Climate change

(4.12.1.5) Status of the publication

Select from:
☑ Complete

(4.12.1.6) Content elements

Select all that apply

☑ Strategy
☑ Governance
☑ Risks & Opportunities
☑ Value chain engagement
☑ Dependencies & Impacts
☑ Climate-related targets
☑ Greenhouse gas emissions figures
☑ Content of environmental policies

(4.12.1.7) Page/section reference

pp. 3, 10–16, 26–31 and 38–46 (reporting framework, governance, strategy, ESG risks and opportunities, environmental performance, GHG emissions, climate targets and databook)

(4.12.1.8) Attach the relevant publication

CGL-YE25-Sustainability-report-databook.pdf

(4.12.1.9) Comment

The Clicks Group Sustainability Report and Databook 2025 forms part of the Group's annual reporting package and supplements the Integrated Report, which is Clicks Group's primary reporting medium. The annual reporting suite provides shareholders and other stakeholders with integrated financial, governance and sustainability information for the year ended 31 August 2025. The Sustainability Report provides the detailed environmental disclosures supporting the sustainability information incorporated into the Group's annual mainstream reporting.
[Add row]

C5. Business strategy

(5.1) Does your organization use scenario analysis to identify environmental outcomes?

Climate change

(5.1.1) Use of scenario analysis

Select from:

☑ No, but we plan to within the next two years

(5.1.3) Primary reason why your organization has not used scenario analysis

Select from:

☑ Not an immediate strategic priority

(5.1.4) Explain why your organization has not used scenario analysis

Current position: Clicks Group has not yet completed a formal climate-related scenario analysis to inform its business strategy. During FY2025, the Group continued strengthening the underlying components of its climate response, including emissions measurement and verification, climate target setting, integration of climate-related risks into enterprise risk management and implementation of emissions-reduction initiatives under its Carbon Neutrality Management Plan. The Group's Environmental and Climate Change Policy commits Clicks to conducting regular climate scenario analyses to identify and manage physical and transition risks. Why scenario analysis has not yet been undertaken: Formal scenario analysis has not yet been an immediate strategic priority as a standalone exercise while these underlying climate-management processes have been developed. This does not mean that climate-related risks are considered immaterial. The Group's enterprise risk management framework assesses material financial and non-financial risks across short-, medium- and long-term horizons, including climate-related risks such as energy security, regulatory shifts and supply-chain vulnerabilities. Future plans and timeframe: Clicks plans to introduce formal climate scenario analysis within the next two years. The FY2025 Sustainability Report states that climate-related risks will be integrated into scenario analysis in line with the Task Force on Climate-related Financial Disclosures (TCFD) and IFRS S2, providing the intended methodological basis for the analysis. The analysis is expected to consider physical risks, including water stress, extreme weather and disruption to operations and supply chains, together with transition risks relating to energy, regulation, technology and changing stakeholder expectations. The Group's existing climate-governance framework will support this process: the Social and Ethics Committee is custodian of the Environmental and Climate Change Policy, the CEO has primary responsibility for its implementation, and the Audit and Risk Committee oversees climate-related risk management. The outputs of future scenario analysis are intended to strengthen the assessment of business-model resilience and inform the Group's existing enterprise risk management and annual strategy-review processes, including consideration of operational resilience and future strategic and capital-allocation decisions.
[Fixed row]

(5.2) Does your organization’s strategy include a climate transition plan?

(5.2.1) Transition plan

Select from:

☑ Yes, but we have a climate transition plan with a different temperature alignment

(5.2.2) Temperature alignment of transition plan

Select from:

☑ Well-below 2°C aligned

(5.2.3) Publicly available climate transition plan

Select from:

☑ Yes

(5.2.4) Plan explicitly commits to cease all spending on, and revenue generation from, activities that contribute to fossil fuel expansion

Select from:

☑ No, but we plan to add an explicit commitment within the next two years

(5.2.6) Explain why your organization does not explicitly commit to cease all spending on and revenue generation from activities that contribute to fossil fuel expansion

Clicks' largest source of operational emissions is purchased electricity, which is predominantly supplied through South Africa's carbon-intensive national grid. The Group does not operate fossil-fuel extraction or power-generation activities; its principal fossil-fuel dependencies arise from grid electricity and fuel used in logistics and backup generation. Clicks' Carbon Neutrality Management Plan (CNMP) therefore focuses on progressively reducing these dependencies through a combination of renewable-energy and efficiency measures. These include expanding on-site solar PV where technically feasible, increasing access to renewable electricity through mechanisms such as Power Purchase Agreements and Renewable Energy Certificates, and exploring wheeling arrangements to enable renewable electricity

generated off-site to be supplied through the national grid. For leased retail locations, the Group's approach also includes engagement with landlords and other relevant parties to increase access to renewable electricity. Additional measures include energy-efficiency improvements, battery storage, lower-emission refrigeration technologies and the continued electrification of the distribution fleet. The CNMP applies these measures in a phased manner, with residual emissions only considered for offsetting after feasible direct reductions have been pursued. While Clicks has not made an explicit commitment using CDP's definition to cease all spending on and revenue generation from activities contributing to fossil-fuel expansion, its transition approach is designed to progressively reduce reliance on fossil-fuel-based energy and support its carbon-neutrality ambition for 2050.

(5.2.10) Mechanism by which feedback is collected from shareholders on your climate transition plan

Select from:

☑ Our climate transition plan is voted on at Annual General Meetings (AGMs)

(5.2.13) Description of key assumptions and dependencies on which the transition plan relies

Key assumptions: Clicks' Carbon Neutrality Management Plan (CNMP) provides a phased pathway to 2050, prioritising purchased electricity, mobile fuels, upstream transportation and refrigerants. The plan assumes continued business growth and takes a conservative view of near-term decarbonisation of South Africa's electricity grid. It therefore prioritises measures Clicks can influence directly, including on-site solar PV, Power Purchase Agreements, Renewable Energy Certificates, fleet electrification, energy efficiency and refrigerants with lower global warming potential. The CNMP is reviewed periodically to reflect changes in technology, regulation, emissions factors and business growth. Key dependencies: Delivery depends partly on factors outside the Group's control, including grid and transport-sector decarbonisation; availability and affordability of low-carbon technologies; landlord cooperation and suitable roof space for renewable electricity at leased sites; access to PPAs, RECs and wheeling where on-site generation is not feasible; and supplier participation in improving Scope 3 emissions data and setting reduction targets, particularly for Private Label products. Resourcing: Implementation is funded through the Group's normal annual capital expenditure allocations, supported by operating cash flows. No dedicated sustainability-linked loan, green bond or transition bond is in place for the CNMP. The Board has ultimate oversight, supported by the Social and Ethics Committee and Audit and Risk Committee, while the sustainability team coordinates implementation across business units. Indicative implementation costs and business-unit targets are included in the CNMP and are subject to feasibility studies and normal capital approval processes.

(5.2.14) Description of progress against transition plan disclosed in current or previous reporting period

Progress during FY2025: Clicks continued to implement the Carbon Neutrality Management Plan, with progress focused on reducing emissions from purchased electricity and transport. Renewable energy generation increased by 8% to 5,563 MWh, compared with 5,135 MWh in FY2024, supported by expanded solar PV and battery storage at the head office and distribution centres. Renewable energy represented 5.0% of total electricity consumption during the year. The Group also achieved a 7.9% reduction in Scope 1 and 2 GHG emissions compared with the prior year, supported by increased use of cleaner energy sources, energy-efficiency measures and reduced reliance on diesel generators. Progress was also made on fleet decarbonisation, with 42 electric delivery vehicles operating within UPD's owner-driver programme. During FY2025, the fleet travelled 751,636 kilometres, saving approximately 97,712 litres of fuel and avoiding approximately 224 tCO2e. The Group also continued the phased rollout of LED lighting and expanded battery storage to improve energy resilience and renewable-energy utilisation. These initiatives also delivered operational benefits during FY2025: the Group reported that investment in solar energy contributed to electricity, water and generator costs declining by 35%, while investment in electric delivery vehicles contributed to a 0.2% year-on-year reduction in distribution transport costs.

(5.2.15) Attach any relevant documents which detail your climate transition plan (optional)

CGL-YE25-Sustainability-report-databook.pdf,CGL-YE25-Integrated-annual-report.pdf

(5.2.16) Other environmental issues that your climate transition plan considers

Select all that apply

☑ Water

(5.2.17) Explain how the other environmental issues are considered in your climate transition plan

Water is considered in Clicks' climate transition plan through measures aimed at reducing reliance on municipal water and improving operational resilience. Existing water-efficiency measures across the Group include rainwater harvesting, grey-water recycling and groundwater boreholes, while the CNMP provides for further feasibility assessments of rainwater harvesting and borehole water at higher-consumption facilities, including the head office, distribution centres and UPD. These measures address the Group's dependency on reliable water supply, help reduce exposure to water-related operational disruption and support more efficient resource use. The CNMP also recognises that the feasibility of alternative water sources is site-specific and depends on local climatic conditions and regulatory requirements.

(5.2.18) Adaptation-specific objectives included within your climate transition plan

Select from:

☑ No

(5.2.20) Primary reason for not having a climate transition plan that aligns with a 1.5°C world

Select from:

☑ Not an immediate strategic priority

(5.2.21) Explain why your organization does not have a climate transition plan that aligns with a 1.5°C world

Clicks has established a Carbon Neutrality Management Plan (CNMP) that provides a phased pathway to achieve carbon neutrality by 2050. Developing a separate near-term pathway that meets CDP's definition of 1.5°C alignment has not yet been an immediate strategic priority, while the Group has focused on implementing its existing emissions-reduction programme across renewable electricity, energy efficiency, fleet electrification and lower-emission refrigeration technologies. CDP defines a 1.5°C-aligned pathway as one broadly consistent with halving greenhouse gas emissions by 2030 and reaching net zero by 2050 at the latest. The Group's currently documented pathway does not meet this threshold and is therefore classified as well-below 2°C aligned. Clicks periodically reviews its carbon-management approach as technology, regulation, emissions factors and business conditions evolve.

[Fixed row]

(5.3) Have environmental risks and opportunities affected your strategy and/or financial planning?

(5.3.1) Environmental risks and/or opportunities have affected your strategy and/or financial planning

Select from:

☑ Yes, both strategy and financial planning

(5.3.2) Business areas where environmental risks and/or opportunities have affected your strategy

Select all that apply

☑ Products and services

☑ Upstream/downstream value chain

☑ Operations

(5.3.3) Primary reason why environmental risks and/or opportunities have not affected your strategy and/or financial planning across all business areas

Select from:

☑ Other, please specify :No identified effect on the Group’s overarching R&D investment approach during FY2025.

(5.3.4) Explain why environmental risks and/or opportunities have not affected your strategy and/or financial planning across all business areas

Business areas affected: Environmental risks and opportunities have affected both Clicks Group’s strategy and financial planning through products and services, the upstream/downstream value chain and operations. The Group’s retail-led healthcare and pharmaceutical distribution business model means that its identified responses focus on product and packaging choices, responsible sourcing, supplier engagement and more resilient, resource-efficient operations. These include investment in renewable electricity, battery storage, energy efficiency, electric delivery vehicles and water-efficiency measures, as described in 5.3.1 and 5.3.2. Reason for excluding investment in R&D: For FY2025, environmental risks and opportunities have not been identified as influencing the Group’s overarching approach to R&D investment, including its research and development investment priorities or allocation of development resources. The identified effects on the product offering, packaging specifications, supplier requirements and operational investment are reported under the three selected business areas and the associated financial-planning disclosures. This distinction concerns the influence on R&D investment specifically; it does not imply that Clicks does not undertake product development or innovation, or that environmental risks and opportunities are unimportant to the Group.

[Fixed row]

(5.3.1) Describe where and how environmental risks and opportunities have affected your strategy.

Products and services

(5.3.1.1) Effect type

Select all that apply

☑ Transition risks

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☑ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Risk/opportunity and strategic relevance: This reflects Module 3 Risk4, relating to changing customer behaviour. Transition risks arising from changing consumer expectations and evolving environmental regulation have affected Clicks' product and brand strategy. Customers increasingly expect responsibly sourced products, reduced packaging impacts and environmentally conscious alternatives. This creates reputational and market risk if Clicks does not keep pace with changing expectations, while also creating opportunities to differentiate its offering through more sustainable products and packaging. These risks may affect demand, brand loyalty and competitiveness over time. Time horizon: This risk influences Clicks' medium-term product and sourcing strategy as consumer preferences, environmental regulation and expectations around responsible sourcing continue to evolve. Most substantial strategic decisions: Clicks has expanded environmentally responsible products and packaging initiatives. The MyEarth range continues to provide eco-conscious household and personal-care products, while Sorbet salons offer selected Clean Beauty brands including Skoon, Le-Live, Vita-Derm, Paul Mitchell, REF and Vitamin Me. Packaging innovation includes greater use of recyclable, reusable or compostable materials and initiatives to reduce reliance on virgin plastic. Decision-making and implementation: Product sustainability is integrated into Clicks' sourcing and supplier-management processes. New and existing suppliers are assessed using a scorecard system to evaluate risk areas, including environmental and ethical compliance. Preference is given to suppliers aligned with the Group's environmental expectations. Currently, 65.78% of Private Label products are manufactured by factories that are SEDEX/BSCI audited or members, reflecting ongoing efforts to strengthen transparency and supply-chain due diligence. Clicks' trading terms continue to reinforce environmental and ethical standards, including expectations related to packaging and sourcing practices. Effect on strategy and business model: These actions support differentiation of Clicks' product offering, strengthen brand resilience and position the Group to respond to changing consumer preferences and environmental requirements. The risks also influence product development, packaging choices, supplier requirements and the continued differentiation of Clicks' Private Label and exclusive-brand offering, requiring ongoing investment in product development, packaging redesign and supplier engagement to maintain competitiveness and trust.

Upstream/downstream value chain

(5.3.1.1) Effect type

Select all that apply

☑ Physical risks

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☑ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Risk and strategic relevance: This reflects Module 3 Risk1 (water stress) and Risk6 (extreme-weather disruption in the upstream supply chain). Clicks' upstream value chain is exposed to physical climate risks arising from water stress and the increasing severity of extreme-weather events. Physical risks arise from the increasing severity of extreme weather events, which can disrupt suppliers, ports, transport routes and distribution centres, delay product deliveries and reduce product availability across the store network. These physical risks could increase costs, disrupt supply continuity and affect customer trust and product availability. Time horizon: These physical risks affect Clicks over the medium to long term. Risk6 is assessed as a medium-term risk, while Risk1 is assessed over the long term. Location-specific considerations: Clicks' supply chain is concentrated in South Africa and depends on critical distribution and transport infrastructure. Exposure varies geographically, including flooding risks in KwaZulu-Natal, drought and water constraints in the Western Cape, and storm-related disruption in Gauteng. Physical disruption at key distribution or transport nodes can affect product availability across multiple regions. Most substantial strategic decisions: Clicks has strengthened supply-chain resilience through business continuity planning, supplier arrangements to maintain buffer-stock levels, alternative sourcing and supplier engagement. Environmental requirements are increasingly incorporated into supplier oversight, particularly for Private Label suppliers. Clicks is also progressing the collection of greenhouse gas emissions data from priority Private Label suppliers to improve visibility of value-chain emissions and support the Group's climate commitments. Decision-making and implementation: Supply-chain decisions are informed by risk assessments, business continuity planning, supplier performance monitoring and regulatory developments. Supplier qualification, scorecards, audits and engagement processes are used to strengthen environmental and ethical compliance and improve transparency across the value chain. SEDEX and BSCI support supplier due diligence, while supplier engagement is also being used to improve the quality and completeness of upstream greenhouse gas emissions data. Effect on strategy and transition plan: Strengthening supplier oversight and supply-chain resilience supports continuity of product availability while improving the Group's ability to manage Scope 3 emissions and other value-chain impacts. Supplier engagement and improved emissions data also support the Carbon Neutrality Management Plan by providing greater visibility of upstream emissions and informing future reduction initiatives.

Operations

(5.3.1.1) Effect type

Select all that apply

☑ Physical risks

☑ Transition risks

☑ Opportunities

(5.3.1.2) Environmental issues relevant to the risks and/or opportunities that have affected your strategy in this area

Select all that apply

☑ Climate change

(5.3.1.3) Describe how environmental risks and/or opportunities have affected your strategy in this area

Risks/opportunities and strategic relevance: This reflects M3 Risks 1, 2, 3 and 5 and Opportunities 1–5, which address water stress, extreme weather, the transition to lower-emission technologies, carbon pricing, renewable energy, water efficiency, fleet electrification, building efficiency and distribution optimisation. Clicks' operations are exposed to physical climate risks including extreme weather, heat and water scarcity, and transition risks associated with energy costs, emissions reduction and reliance on South Africa's carbon-intensive electricity system. These risks can affect trading, distribution, medicine storage, healthcare service delivery and operating costs. They also create opportunities to improve resilience and efficiency through renewable energy, battery storage, energy efficiency, electric vehicles and water-efficiency measures. Time horizon: These risks and opportunities affect Clicks over the short, medium and longer term. In the short term, extreme weather, electricity interruptions and water constraints can disrupt trading, logistics and temperature-controlled medicine storage. Over the medium to longer term, increasing physical climate impacts, energy costs and climate-related regulation may require further investment in resilient and lower-emission infrastructure. Most substantial strategic decisions: Clicks has continued to invest in renewable energy, battery storage and energy efficiency to reduce reliance on carbon-intensive grid electricity and backup diesel generation. During FY2025, renewable electricity generation increased to 5,563 MWh. LED lighting continued to be rolled out, while UPD operated 42 zero-emission, pharma-compliant electric delivery vehicles. During the year, the EV fleet travelled 751,636 km, saving approximately 97,712 litres of fuel and avoiding approximately 224 tCO2e. Water-resilience measures include smart metering, leak detection, boreholes and rainwater harvesting at selected facilities. Decision-making and implementation: Operational responses are informed by enterprise risk assessments, business-continuity planning, site requirements, emissions performance, resource use and cost considerations. The Group prioritises investments that strengthen continuity, reduce environmental impact and support longer-term climate objectives. FY2025 reporting indicates that investment in solar energy supported lower electricity, water and generator costs, while electric delivery vehicles contributed to lower transport costs. Effect on business model and transition plan: Climate-related risks and opportunities have influenced Clicks' approach to infrastructure, energy, logistics and resource management. Renewable energy, battery storage, energy efficiency, fleet electrification and water-resilience measures support implementation of the Carbon Neutrality Management Plan and progressively reduce the Group's exposure to carbon-intensive energy and resource constraints.

[Add row]

(5.3.2) Describe where and how environmental risks and opportunities have affected your financial planning.

Row 1

(5.3.2.1) Financial planning elements that have been affected

Select all that apply

☑ Revenues

(5.3.2.2) Effect type

Select all that apply

☑ Physical risks

☑ Transition risks

(5.3.2.3) Environmental issues relevant to the risks and/or opportunities that have affected these financial planning elements

Select all that apply

☑ Climate change

(5.3.2.4) Describe how environmental risks and/or opportunities have affected these financial planning elements

Climate-related physical risks can affect Clicks' revenues through disruption to store trading, distribution and product availability. Extreme weather, flooding and water-supply constraints may restrict customer access, interrupt logistics or temporarily affect store, pharmacy and clinic operations, resulting in lost sales. A full day's closure is estimated to result in a revenue impact of approximately R97,000 per store, with potentially higher aggregate losses during widespread disruptions. These risks are considered over the short to medium term in financial planning and business-continuity processes. Transition risks may also affect revenue through changing customer preferences and environmental requirements. Clicks therefore considers the competitiveness and relevance of its product offering as demand for responsibly sourced, lower-impact and sustainably packaged products evolves. Climate-related opportunities are reflected in Clicks' continued development and promotion of differentiated Private Label and environmentally responsible products. Private Label sales grew by 10.7% in FY2025 and contributed 25.9% of Clicks sales, demonstrating the strategic importance of product differentiation to revenue growth. Environmental considerations, including responsible sourcing, packaging and product innovation, form part of this broader product strategy. Revenue exposure and opportunities are incorporated into short- and medium-term planning through sales forecasts, product development, merchandising, supplier engagement and business-continuity planning.

Row 2

(5.3.2.1) Financial planning elements that have been affected

Select all that apply

☑ Capital expenditures

(5.3.2.2) Effect type

Select all that apply

☑ Physical risks

☑ Transition risks

☑ Opportunities

(5.3.2.3) Environmental issues relevant to the risks and/or opportunities that have affected these financial planning elements

Select all that apply

☑ Climate change

(5.3.2.4) Describe how environmental risks and/or opportunities have affected these financial planning elements

Climate-related physical and transition risks influence Clicks' capital expenditure planning by increasing the need for investment in resilient, lower-emission infrastructure. Physical risks such as water scarcity and extreme weather can disrupt operations at stores, distribution centres and healthcare facilities, while transition risks associated with electricity costs, carbon-intensive grid supply and emissions-reduction requirements increase the need for alternative energy and efficiency investments. These considerations are incorporated into short- and medium-term capital planning. Capital expenditure has therefore been directed towards solar PV, battery storage, energy-efficiency measures, electric vehicles and water-resilience infrastructure. During FY2025, renewable electricity generation increased to 5,563 MWh, supported by expanded solar PV and battery storage at head office and distribution centres, while UPD operated 42 zero-emission, pharma-compliant electric delivery vehicles. Water-related capital measures include boreholes, rainwater harvesting, smart metering and leak-detection systems at selected facilities. These investments are intended to reduce exposure to electricity and diesel costs, improve operational continuity and support implementation of the Carbon Neutrality Management Plan.

Row 6

(5.3.2.1) Financial planning elements that have been affected

Select all that apply

☑ Assets

(5.3.2.2) Effect type

Select all that apply

☑ Physical risks

(5.3.2.3) Environmental issues relevant to the risks and/or opportunities that have affected these financial planning elements

Select all that apply

☑ Climate change

(5.3.2.4) Describe how environmental risks and/or opportunities have affected these financial planning elements

Climate-related physical risks affect Clicks' financial planning for operational assets, particularly stores, distribution centres, inventory and equipment required for the storage and distribution of medicines and other temperature-sensitive products. Extreme weather, flooding, heat and water-supply disruptions can damage facilities or inventory, interrupt access to distribution centres and stores and compromise cold-chain requirements. These risks are considered over the short to medium term through enterprise risk management, business-continuity planning, insurance and investment in resilient infrastructure. In FY2025, Clicks incurred an assets insurance premium of approximately R24.16 million covering its store network, distribution centres and head office facilities against a range of insured events, including extreme-weather-related exposures. The Group has also invested in measures that strengthen the resilience of operational assets, including solar PV and battery storage at distribution facilities and water-resilience infrastructure at key sites. During FY2025, approximately R25 million was invested in additional solar PV capacity across the Montague Gardens, Mahogany Ridge and Centurion distribution centres. These planning decisions help protect the continuity and productive use of critical operational assets and reduce the potential for climate-related disruption to affect inventory availability, trading and distribution.

Row 8

(5.3.2.1) Financial planning elements that have been affected

Select all that apply

☑ Indirect costs

(5.3.2.2) Effect type

Select all that apply

☑ Physical risks

☑ Transition risks

(5.3.2.3) Environmental issues relevant to the risks and/or opportunities that have affected these financial planning elements

Select all that apply

☑ Climate change

(5.3.2.4) Describe how environmental risks and/or opportunities have affected these financial planning elements

Climate-related physical and transition risks affect Clicks' own indirect operating costs, including electricity, water, generator fuel, transport, maintenance and insurance. Extreme weather, flooding and water scarcity can increase logistics, recovery and maintenance costs and may disrupt suppliers, ports and transport routes. The Group's climate-risk assessment also identifies potential increases in insurance premiums and unplanned maintenance costs where severe weather affects stores, distribution centres or logistics networks. Transition risks associated with electricity tariffs, diesel costs, emissions-reduction requirements and environmental regulation also influence operating-cost planning. Clicks responds through renewable energy, battery storage, energy efficiency, electric vehicles and water-efficiency measures, which are intended to reduce exposure to future utility and fuel-cost increases over the short to medium term. In FY2025, UPD reported that its early investment in solar, batteries and electric vehicles was delivering operating efficiencies: electricity, water and generator costs declined by 35% despite higher electricity tariffs, while investment in electric delivery vehicles contributed to a 0.2% year-on-year reduction in transport costs. These outcomes demonstrate how climate-related investment is affecting operating-cost planning within the distribution business. Supply-chain resilience is further supported by planning and forecasting systems, including OneBeat and Blue Yonder, which support stock availability and inventory management during disruption.
[Add row]

(5.4) In your organization's financial accounting, do you identify spending/revenue that is aligned with your organization's climate transition?

	Identification of spending/revenue that is aligned with your organization's climate transition	Methodology or framework used to assess alignment with your organization's climate transition
	Select from: ☑ Yes	*Select all that apply* ☑ Other methodology or framework

[Fixed row]

(5.4.1) Quantify the amount and percentage share of your spending/revenue that is aligned with your organization's climate transition.

Row 1

(5.4.1.1) Methodology or framework used to assess alignment

Select from:

☑ Other, please specify :A self-assessment of our financial planning against time bound KPIs outlined in our transition plan

(5.4.1.5) Financial metric

Select from:

☑ CAPEX

(5.4.1.6) Amount of selected financial metric that is aligned in the reporting year (currency)

57430000

(5.4.1.7) Percentage share of selected financial metric aligned in the reporting year (%)

5.83

(5.4.1.8) Percentage share of selected financial metric planned to align in 2030 (%)

12.47

(5.4.1.9) Percentage share of selected financial metric planned to align in 2035 (%)

12.81

(5.4.1.12) Details of the methodology or framework used to assess alignment with your organization's climate transition

Methodology: Clicks assesses climate-aligned capital expenditure against the emission-reduction activities identified in its Carbon Neutrality Management Plan (CNMP). The CNMP has been developed in line with ISO 14068-1:2023 and is underpinned by the Group's greenhouse gas inventory prepared in accordance with

ISO 14064-1:2018. The plan supports Clicks' commitment to carbon neutrality by 2050 and an emissions-reduction trajectory of approximately 3.6% per year from the 2022 baseline. Criteria for alignment: Capital expenditure is classified as climate-aligned where it directly contributes to implementation of the Group's climate transition by reducing greenhouse gas emissions, reducing reliance on carbon-intensive energy or fuels, improving energy or resource efficiency, or supporting climate resilience. Relevant activities include renewable-energy installations such as solar PV and associated battery infrastructure, fleet electrification, energy-efficiency measures including LED retrofits, and the transition to lower-global-warming-potential refrigerants. The CNMP also identifies renewable-energy procurement through power purchase agreements and Renewable Energy Certificates as future transition measures. For FY2025, approximately R57.43 million of capital expenditure has been classified as climate-aligned, comprising approximately R25.0 million associated with renewable-energy investment, R28.0 million associated with electric vehicles, R3.23 million associated with LED retrofits across 30 stores and R1.2 million associated with the Transport Management System. This represents approximately 5.83% of total FY2025 Group capital expenditure of R985 million. Expenditure that does not contribute substantively to emissions reduction, resource efficiency or climate resilience is excluded, together with expenditure incurred outside the relevant reporting period or not treated as capital expenditure. Expected change over time: Climate-aligned expenditure is expected to evolve as the Group progressively implements the CNMP, particularly measures addressing purchased electricity, mobile fuels and refrigerants through 2035. For the purposes of estimating the proportion of total Group CAPEX expected to be climate-aligned in 2030 and 2035, projected climate-transition CAPEX from the CNMP is compared with estimated total Group CAPEX for the corresponding year. In the absence of formal Group CAPEX forecasts extending to these dates, FY2025 Group CAPEX of R985 million has been escalated at an assumed annual rate of 3.2%. This produces estimated total Group CAPEX of approximately R1.153 billion in 2030 and R1.350 billion in 2035. Projected aligned CAPEX of approximately R143.803 million in 2030 therefore represents approximately 12.47%, while projected aligned CAPEX of approximately R172.839 million in 2035 represents approximately 12.81%. Carbon-credit expenditure has been excluded from the 2035 CAPEX numerator. These estimates are subject to changes in project timing, business growth, infrastructure capacity, technology costs, electricity-grid decarbonisation and the feasibility and cost of renewable-electricity procurement. Verification: The Group's greenhouse gas inventory is independently assured; however, the classification of capital expenditure as climate-aligned under this methodology has not been subject to separate third-party verification or assurance.
[Add row]

(5.10) Does your organization use an internal price on environmental externalities?

Environmental externality	Use of internal pricing for this environmental externality
Carbon	*Select from:* ☑ Yes
Other	*Select from:* ☑ No, and we do not plan to in the next two years

[Fixed row]

(5.10.1) Provide details of your organization’s internal price on carbon.

Row 1

(5.10.1.1) Type of pricing scheme

Select from:

☑ Shadow price

(5.10.1.2) Objectives for implementing internal price

Select all that apply

☑ Navigate regulations

☑ Drive energy efficiency

☑ Drive low-carbon investment

☑ Conduct cost-benefit analysis

☑ Reduce upstream value chain emissions

☑ Identify and seize low-carbon opportunities

☑ Influence strategy and/or financial planning

☑ Setting and/or achieving of climate-related policies and targets

☑ Incentivize consideration of climate-related issues in decision making

☑ Incentivize consideration of climate-related issues in risk assessment

(5.10.1.3) Factors considered when determining the price

Select all that apply

☑ Alignment to scientific guidance

☑ Alignment with the price of a carbon tax

☑ Existing or pending legislation

(5.10.1.4) Calculation methodology and assumptions made in determining the price

Clicks bases its internal shadow carbon price on South Africa’s national carbon tax. For FY2025, the headline carbon tax rate increased from R190/tCO2e to R236/tCO2e from 1 January 2025. Clicks uses this statutory carbon price to assess potential greenhouse gas emissions costs and evaluate emissions-reduction initiatives under the Group’s Carbon Neutrality Management Plan. In reviewing the appropriateness of this reference price, Clicks also considers the broader climate-policy context underpinning South Africa’s carbon-pricing framework and its alignment with national and international decarbonisation objectives. The underlying South African carbon tax framework was informed by national mitigation modelling, including the Long-Term Mitigation Scenarios (LTMS) and carbon-pricing literature on price signals supporting emissions reduction and climate stabilisation. The R236/tCO2e used by Clicks reflects the current statutory rate within this framework. For fuel-related Scope 1 emissions, Clicks’ carbon-tax exposure is reflected through the carbon fuel levy embedded in fuel purchases rather than through a direct carbon-

tax payment. From 2 April 2025, the levy was 14 cents per litre for petrol and 17 cents per litre for diesel. The shadow price is reviewed in line with changes to South Africa's statutory carbon-pricing framework and assumes that carbon costs will continue to influence the emissions-intensive activities and low-carbon investment decisions.

(5.10.1.5) Scopes covered

Select all that apply

☑ Scope 1

(5.10.1.6) Pricing approach used – spatial variance

Select from:

☑ Uniform

(5.10.1.8) Pricing approach used – temporal variance

Select from:

☑ Evolutionary

(5.10.1.9) Indicate how you expect the price to change over time

Clicks applies an evolutionary pricing approach linked to South Africa's statutory carbon tax trajectory. The headline carbon tax increased from R190/tCO2e in 2024 to R236/tCO2e in 2025, representing an increase of approximately 24%. The published carbon tax trajectory provides for further increases to R308/tCO2e in 2026, R347/tCO2e in 2027, R385/tCO2e in 2028, R424/tCO2e in 2029 and R462/tCO2e in 2030. As Clicks' internal shadow price is aligned with the statutory carbon tax, the internal price is expected to increase correspondingly as these rates take effect.

(5.10.1.10) Minimum actual price used (currency per metric ton CO2e)

236

(5.10.1.11) Maximum actual price used (currency per metric ton CO2e)

236

(5.10.1.12) Business decision-making processes the internal price is applied to

Select all that apply

☑ Operations
☑ Procurement
☑ Product and R&D
☑ Risk management
☑ Capital expenditure
☑ Opportunity management
☑ Value chain engagement

(5.10.1.13) Internal price is mandatory within business decision-making processes

Select from:

☑ Yes, for some decision-making processes, please specify :Planning of Scope 1 emissions-reduction initiatives

(5.10.1.14) % total emissions in the reporting year in selected scopes this internal price covers

62

(5.10.1.15) Pricing approach is monitored and evaluated to achieve objectives

Select from:

☑ Yes

(5.10.1.16) Details of how the pricing approach is monitored and evaluated to achieve your objectives

Monitoring and review: Clicks monitors South Africa's statutory carbon-pricing framework, including changes to the headline carbon tax rate and the carbon fuel levy applicable to liquid fuels, and changes to available allowances or other mechanisms that may affect the effective carbon-tax cost over time. The internal carbon-price assumption is reviewed through the Group's sustainability, greenhouse gas emissions and climate-planning processes, with sustainability performance coordinated through the cross-functional Sustainability Forum and overseen by executive management. For FY2025, the reference carbon price is aligned with the statutory carbon tax rate of R236/tCO2e. Clicks also monitors the potential future pass-through of carbon costs through Eskom electricity tariffs. Application in decision-making: Carbon-cost considerations are incorporated into the assessment of emissions-reduction opportunities and climate-related risks associated with fuel use and exposure to carbon-intensive electricity. The carbon-price signal supports consideration of lower-emission alternatives, including fleet electrification, renewable energy, battery storage and energy-efficiency measures. The internal price is mandatory in the planning of Scope 1 emissions-reduction initiatives. Evaluation of effectiveness: Clicks evaluates the pricing approach through its annual greenhouse gas inventory, changes in fuel-related Scope 1 emissions, statutory carbon prices and the financial and operational performance of emissions-reduction initiatives. The review also considers changes in the effective carbon-cost exposure arising from the evolving carbon-tax framework, projected future carbon-cost exposure and whether the carbon-price assumption remains appropriate for climate-related risk assessment and investment planning. Contribution to climate objectives: Carbon-pricing considerations support Clicks' Carbon Neutrality Management Plan by

helping the Group assess the longer-term financial implications of fossil-fuel use and carbon-intensive electricity and the benefits of lower-emission alternatives. The approach supports investment in emissions-reduction initiatives and preparation for increasing direct and indirect carbon costs.
[Add row]

(5.11) Do you engage with your value chain on environmental issues?

Value chain stakeholder	Engaging with this stakeholder on environmental issues	Environmental issues covered
Suppliers	*Select from:* ☑ Yes	*Select all that apply* ☑ Climate change
Customers	*Select from:* ☑ Yes	*Select all that apply* ☑ Climate change
Investors and shareholders	*Select from:* ☑ Yes	*Select all that apply* ☑ Climate change
Other value chain stakeholders	*Select from:* ☑ Yes	*Select all that apply* ☑ Climate change

[Fixed row]

(5.11.1) Does your organization assess and classify suppliers according to their dependencies and/or impacts on the environment?

Climate change

(5.11.1.1) Assessment of supplier dependencies and/or impacts on the environment

Select from:
☑ Yes, we assess the dependencies and/or impacts of our suppliers

(5.11.1.2) Criteria for assessing supplier dependencies and/or impacts on the environment

Select all that apply

☑ Contribution to supplier-related Scope 3 emissions

(5.11.1.3) % Tier 1 suppliers assessed

Select from:

☑ 1-25%

(5.11.1.4) Define a threshold for classifying suppliers as having substantive dependencies and/or impacts on the environment

Clicks classifies suppliers as having substantive climate-related environmental impacts where their emissions contribute 1% or more of the Group's total Scope 3 emissions. The assessment is focused primarily on Private Label suppliers, where Clicks has greater visibility and influence over sourcing, manufacturing and environmental performance. Suppliers meeting the threshold are prioritised for targeted engagement and emissions-reduction initiatives.

(5.11.1.5) % Tier 1 suppliers meeting the threshold for substantive dependencies and/or impacts on the environment

Select from:

☑ 1-25%

(5.11.1.6) Number of Tier 1 suppliers meeting the thresholds for substantive dependencies and/or impacts on the environment

16
[Fixed row]

(5.11.2) Does your organization prioritize which suppliers to engage with on environmental issues?

Climate change

(5.11.2.1) Supplier engagement prioritization on this environmental issue

Select from:

☑ Yes, we prioritize which suppliers to engage with on this environmental issue

(5.11.2.2) Criteria informing which suppliers are prioritized for engagement on this environmental issue

Select all that apply

☑ In line with the criteria used to classify suppliers as having substantive dependencies and/or impacts relating to climate change

☑ Leverage over suppliers

☑ Procurement spend

(5.11.2.4) Please explain

Clicks prioritises supplier engagement based on suppliers' environmental impacts, procurement significance and the Group's ability to influence their environmental performance. All suppliers are required to adhere to Clicks' Supplier Code of Ethics, while more targeted environmental engagement is focused on Private Label suppliers, where Clicks has greater influence over sourcing, manufacturing, packaging and product-related environmental practices. For climate change, suppliers are assessed based on their contribution to supplier-related Scope 3 emissions, with suppliers contributing 1% or more of the Group's total Scope 3 emissions classified as having a substantive environmental impact and prioritised for engagement. Procurement spend is also considered because Clicks' supplier analysis indicates a close correlation between procurement value and supplier-related Scope 3 emissions, making spend a practical indicator of emissions significance. Clicks also prioritises suppliers where it has greater leverage to drive improvement, particularly Private Label suppliers. Supplier assessment and scorecard processes capture sustainability-related information, including responsible sourcing, waste management and business-continuity measures. This approach enables the Group to focus engagement on suppliers with the most significant climate-related impacts and where Clicks has the greatest opportunity to influence environmental performance. [Fixed row]

(5.11.5) Do your suppliers have to meet environmental requirements as part of your organization's purchasing process?

Climate change

(5.11.5.1) Suppliers have to meet specific environmental requirements related to this environmental issue as part of the purchasing process

Select from:

☑ Yes, environmental requirements related to this environmental issue are included in our supplier contracts

(5.11.5.2) Policy in place for addressing supplier non-compliance

Select from:

☑ Yes, we have a policy in place for addressing non-compliance

(5.11.5.3) Comment

Environmental requirements are embedded in Clicks' procurement practices through the Supplier Code of Ethics, which forms part of the Group's supplier contractual framework. Suppliers are required to comply with applicable environmental laws and regulations and to operate in an environmentally responsible manner. The Code also encourages measures to reduce greenhouse gas emissions, energy and water use, waste, pollution and other environmental impacts. Compliance is supported through supplier qualification, assessment and audit processes, including environmental criteria, with critical and Private Label suppliers subject to ongoing monitoring and periodic re-audit. Where non-compliance is identified, Clicks engages suppliers through established corrective-action processes, with continued non-compliance potentially affecting the continuation of the supplier relationship.
[Fixed row]

(5.11.6) Provide details of the environmental requirements that suppliers have to meet as part of your organization's purchasing process, and the compliance measures in place.

Climate change

(5.11.6.1) Environmental requirement

Select from:

☑ Environmental disclosure through a non-public platform

(5.11.6.2) Mechanisms for monitoring compliance with this environmental requirement

Select all that apply

☑ Supplier self-assessment

(5.11.6.3) % tier 1 suppliers by procurement spend required to comply with this environmental requirement

Select from:

☑ 1-25%

(5.11.6.4) % tier 1 suppliers by procurement spend in compliance with this environmental requirement

Select from:
☑ 1-25%

(5.11.6.7) % tier 1 supplier-related scope 3 emissions attributable to the suppliers required to comply with this environmental requirement

Select from:
☑ 1-25%

(5.11.6.8) % tier 1 supplier-related scope 3 emissions attributable to the suppliers in compliance with this environmental requirement

Select from:
☑ 1-25%

(5.11.6.9) Response to supplier non-compliance with this environmental requirement

Select from:
☑ Retain and engage

(5.11.6.10) % of non-compliant suppliers engaged

Select from:
☑ 100%

(5.11.6.11) Procedures to engage non-compliant suppliers

Select all that apply
☑ Developing quantifiable, time-bound targets and milestones to bring suppliers back into compliance
☑ Providing information on appropriate actions that can be taken to address non-compliance

(5.11.6.12) Comment

Clicks' Supplier Code of Ethics applies to all suppliers and includes environmental requirements. More targeted engagement is undertaken with Private Label suppliers to improve greenhouse gas (GHG) emissions data used in the Group's Scope 3 reporting. This supplier group is prioritised because Clicks has greater influence over Private Label suppliers' environmental practices than it typically has over suppliers of third-party branded products, and because procurement spend closely correlates with supplier-related Scope 3 emissions. Private Label suppliers represented approximately 21.07% of Clicks' total supplier spend in FY2025. Supplier engagement focuses on improving the availability and quality of upstream GHG data, through supplier assessment and disclosure processes to support annual Scope 3 monitoring and reporting. Where suppliers do not meet the relevant environmental disclosure requirements, Clicks follows a retain-and-engage approach and provides guidance and corrective actions to support improved compliance. While formal emissions-reduction targets are not yet a contractual requirement for these suppliers, Clicks is progressively strengthening environmental expectations within its procurement and supplier-management processes. This approach supports improved supplier data maturity, more consistent monitoring of environmental performance and the Group's broader efforts to manage and reduce upstream Scope 3 emissions.
[Add row]

(5.11.7) Provide further details of your organization's supplier engagement on environmental issues.

Climate change

(5.11.7.2) Action driven by supplier engagement

Select from:
☑ Emissions reduction

(5.11.7.3) Type and details of engagement

Capacity building
☑ Provide training, support and best practices on how to mitigate environmental impact

Financial incentives
☑ Include long-term contracts linked to environmental commitments

Information collection
☑ Collect GHG emissions data at least annually from suppliers

Innovation and collaboration
☑ Collaborate with suppliers on innovations to reduce environmental impacts in products and services
☑ Engage with suppliers to advocate for policy or regulatory change to address environmental challenges

☑ Facilitate adoption of a unified climate transition approach with suppliers

(5.11.7.4) Upstream value chain coverage

Select all that apply

☑ Tier 1 suppliers

(5.11.7.5) % of tier 1 suppliers by procurement spend covered by engagement

Select from:

☑ 1-25%

(5.11.7.6) % of tier 1 supplier-related scope 3 emissions covered by engagement

Select from:

☑ 1-25%

(5.11.7.9) Describe the engagement and explain the effect of your engagement on the selected environmental action

Engagement approach and rationale: Clicks engages with Tier 1 suppliers, with more targeted engagement focused on Private Label suppliers, to improve the availability and quality of greenhouse gas (GHG) emissions data and support reductions in upstream Scope 3 emissions. Private Label suppliers are prioritised because Clicks has greater influence over their environmental practices and because procurement spend is closely correlated with supplier-related Scope 3 emissions. The engagement supports emissions reduction by improving the supplier-level data required to identify material emissions sources, track performance and target future reduction measures. Progress is assessed through improved supplier disclosure, environmental performance information and the integration of supplier-related emissions into Clicks' annual Scope 3 monitoring. During FY2025, Clicks continued collecting supplier-level GHG emissions information and consolidating this data to strengthen annual Scope 3 monitoring and reporting. The Group also conducted targeted ESG evaluations of higher-risk suppliers and worked with suppliers on improvement plans, including guidance on reducing factory emissions and using more sustainable materials. Supplier collaboration further supported product and packaging innovations aimed at reducing environmental impacts. Coverage and supplier support: Approximately 1–25% of Tier 1 suppliers by procurement spend and 1–25% of supplier-related Scope 3 emissions are covered by this engagement. Scope 3 coverage is expected to expand as supplier data availability and reporting maturity improve. Clicks adopts a supportive approach, including guidance and capacity building, recognising that supplier capabilities vary, particularly among smaller and local suppliers. Effect and measurement of success: The engagement supports improved supplier-specific GHG data, stronger Scope 3 reporting and more targeted management of upstream emissions, contributing to Clicks' climate transition objectives. Effectiveness is assessed through the proportion of procurement spend and supplier-related Scope 3 emissions covered, improvements in supplier GHG data quality and availability, and progress on environmental improvement actions identified through supplier engagement.

(5.11.7.10) Engagement is helping your tier 1 suppliers meet an environmental requirement related to this environmental issue

Select from:

☑ Yes, please specify the environmental requirement :Engagement supports suppliers in meeting Clicks' environmental disclosure requirements, including the provision of supplier-level GHG emissions information through the Group's supplier assessment and disclosure processes.

(5.11.7.11) Engagement is helping your tier 1 suppliers engage with their own suppliers on the selected action

Select from:

☑ Yes

[Add row]

(5.11.9) Provide details of any environmental engagement activity with other stakeholders in the value chain.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

☑ Customers

(5.11.9.2) Type and details of engagement

Education/Information sharing

☑ Run an engagement campaign to educate stakeholders about the environmental impacts about your products, goods and/or services

☑ Share information on environmental initiatives, progress and achievements

(5.11.9.3) % of stakeholder type engaged

Select from:

☑ 100%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

☑ Unknown

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

Clicks engages customers because growing consumer awareness and demand for sustainable consumption and packaging can influence product preferences and purchasing behaviour. Engagement takes place through customer-facing channels, including in-store communication, the Clicks mobile app, other digital platforms and promotional activities, and includes information on products and initiatives with improved environmental attributes. These channels form part of Clicks' broad-based customer engagement approach and are available across the retail customer base. On this basis, Clicks considers the engagement approach to cover 100% of customers, although individual interaction with specific communications is not separately measured. Clicks' product offering includes Private Label ranges such as MyEarth and products incorporating more sustainable materials and packaging improvements. This broad-based engagement supports customer awareness and more sustainable purchasing choices while informing Clicks' product, packaging and sourcing strategy. In turn, this contributes to the Group's climate transition objectives by supporting demand for lower-impact products and encouraging continued development of products and packaging with reduced environmental impacts.

(5.11.9.6) Effect of engagement and measures of success

Customer engagement supports environmental awareness and encourages more sustainable purchasing choices. During FY2025, Clicks continued to expand products with improved environmental attributes, including the MyEarth range, refillable product initiatives and packaging improvements such as greater use of recycled PET and the removal of unnecessary packaging components. Private Label sales increased by 10.7% and contributed 25.9% of total Clicks sales, providing broader context on customer uptake of Clicks' Private Label portfolio. Clicks assesses the effectiveness of customer engagement through the expansion and uptake of products with improved environmental attributes and customer response to sustainability-related product initiatives. These measures help indicate whether environmental product innovation is reaching customers and support continued development of lower-impact products and packaging.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

☑ Investors and shareholders

(5.11.9.2) Type and details of engagement

Education/Information sharing

☑ Share information on environmental initiatives, progress and achievements

(5.11.9.3) % of stakeholder type engaged

Select from:

☑ 100%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

☑ None

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

Clicks engages investors and shareholders to provide transparent information on the Group's environmental performance, climate-related risks and opportunities, and progress against its sustainability objectives. Shareholders are a primary stakeholder group and provider of capital, while climate and broader environmental, social and governance (ESG) matters can affect long-term value creation and investor confidence. Engagement takes place through results briefings, roadshows, direct investor queries and public disclosures, including the Integrated Annual Report, Sustainability Report and CDP response. Public disclosures are available across the shareholder and investor population, while direct engagement through briefings, roadshows and investor queries provides additional targeted interaction. On this basis, Clicks considers its investor and shareholder engagement approach to cover 100% of this stakeholder group, although individual participation in each engagement channel is not separately measured. These channels communicate Clicks' climate strategy, emissions performance, environmental risks and progress towards carbon neutrality, supporting informed investment decisions and reinforcing the integration of climate considerations into the Group's strategy and risk management.

(5.11.9.6) Effect of engagement and measures of success

Clicks continues to engage investors and shareholders through climate and ESG disclosures, results briefings, roadshows and direct engagement. The effectiveness of this engagement is assessed through investor feedback and engagement outcomes, supported by external ESG ratings, continued inclusion in recognised sustainability indices and the quality and transparency of ESG reporting. Clicks' latest external ESG assessments include an MSCI ESG Rating of AAA, the highest rating on MSCI's AAA–CCC scale, following an improvement from AA, and an FTSE Russell ESG score of 4.1 out of 5. The Group also remained included in the FTSE4Good Index for the ninth consecutive year. Clicks' most recently completed S&P Global CSA assessment resulted in a score of 34 out of 100; S&P Global assesses performance on an industry-specific basis and this score should therefore be interpreted relative to companies in the Food & Staples Retailing industry. These external assessments, together with investor feedback and engagement outcomes, are used to identify opportunities to strengthen climate-related disclosure, governance and sustainability performance.

Climate change

(5.11.9.1) Type of stakeholder

Select from:

☑ Other value chain stakeholder, please specify :UPD owner-driver logistics partners

(5.11.9.2) Type and details of engagement

Innovation and collaboration

☑ Collaborate with stakeholders on innovations to reduce environmental impacts in products and services

☑ Other innovation and collaboration, please specify :Collaboration with logistics partners on the adoption of lower-emission delivery technologies, including electric vehicles.

(5.11.9.3) % of stakeholder type engaged

Select from:

☑ 100%

(5.11.9.4) % stakeholder-associated scope 3 emissions

Select from:

☑ Unknown

(5.11.9.5) Rationale for engaging these stakeholders and scope of engagement

Clicks engages with UPD owner-driver logistics partners because distribution is a material part of the Group's value chain and presents a practical opportunity to reduce transport-related emissions. The owner-driver model also gives Clicks a direct mechanism to support the adoption of lower-emission delivery technologies while maintaining the operational and cold-chain requirements of pharmaceutical distribution. During FY2025, Clicks used the relaunched owner-driver programme to support the rollout of electric delivery vehicles, linking logistics decarbonisation with enterprise development and service delivery. All 11 owner-driver partners participating in the programme were engaged, representing 100% of this stakeholder group. The engagement therefore contributes to Clicks' broader climate transition approach by reducing reliance on diesel within pharmaceutical distribution and supporting the practical deployment of lower-emission transport technologies. The proportion of stakeholder-associated Scope 3 emissions is currently unknown, as Clicks does not separately quantify the emissions attributable specifically to owner-drivers participating in the EV programme within its reported third-party logistics emissions.

(5.11.9.6) Effect of engagement and measures of success

The engagement resulted in the deployment of 42 electric vehicles across 11 owner-drivers during FY2025. The EV fleet travelled 751,636 kilometres, avoided approximately 97,712 litres of fuel consumption and avoided approximately 224 tCO2e of emissions. Clicks assesses the effectiveness of this engagement using the number of electric vehicles deployed, kilometres travelled using electric vehicles, fuel avoided and associated emissions reductions. These measures were selected because they provide direct, quantifiable evidence of the extent to which collaboration with logistics partners is reducing reliance on diesel and supporting lower-emission pharmaceutical distribution.
[Add row]

C6. Environmental performance - Consolidation approach

(6.1) Provide details on your chosen consolidation approach for the calculation of environmental performance data.

Climate change

(6.1.1) Consolidation approach used

Select from:

☑ Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

Clicks Group applies the operational control approach because the Group or its subsidiaries have full authority to introduce and implement operating policies at the relevant operations. The 2025 GHG inventory covers facilities and activities under direct operational control, including retail stores, distribution centres, head offices, in-store pharmacies and clinics and owned fleet vehicles, as well as controlled cross-border operations in Botswana, Namibia, Eswatini and Lesotho. Relevant upstream and downstream emissions are additionally assessed under Scope 3. This approach is consistent with the GHG Protocol and the Group's sustainability reporting boundary.

Plastics

(6.1.1) Consolidation approach used

Select from:

☑ Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

Clicks Group applies the operational control approach consistently across environmental issues because it enables the Group to attribute plastics-related impacts to operations where it has authority to implement packaging, procurement, waste and recycling policies. The boundary covers controlled Group operations, including Clicks and Clicks Baby stores, The Body Shop, Sorbet, UniCare, UPD, distribution centres and offices. Plastics reporting includes relevant operational waste and own-brand/private-label packaging impacts; any issue-specific data limitations or exclusions are disclosed in the applicable plastics questions. Using the same approach as the GHG inventory supports consistency with CDP and SBTN guidance.

Biodiversity

(6.1.1) Consolidation approach used

Select from:

☑ Operational control

(6.1.2) Provide the rationale for the choice of consolidation approach

Clicks Group applies the operational control approach consistently across environmental issues because it enables biodiversity-related impacts and dependencies to be attributed to operations where the Group can implement environmental policies and management actions. The boundary covers controlled operational sites and activities across the Group, while relevant upstream and downstream dependencies and impacts are considered through value-chain assessments. This approach supports consistency with the GHG inventory and CDP/SBTN guidance and provides a stable basis for integrating the findings of the Biodiversity Readiness Assessment into operations and supply chains.
[Fixed row]

C7. Environmental performance - Climate change

(7.1) Is this your first year of reporting emissions data to CDP?

Select from:
☑ No

(7.1.1) Has your organization undergone any structural changes in the reporting year, or are any previous structural changes being accounted for in this disclosure of emissions data?

(7.1.1.1) Has there been a structural change?

Select all that apply
☑ Yes, an acquisition

(7.1.1.2) Name of organization(s) acquired, divested from, or merged with

In 2023, Clicks acquired Sorbet Group Proprietary Limited and M-Kem pharmacy.

(7.1.1.3) Details of structural change(s), including completion dates

Clicks Group began reporting Sorbet corporate stores and support facilities and M-Kem in its FY2025 GHG boundary. The boundary includes 14 Sorbet corporate salons; franchised Sorbet salons remain outside operational control.
[Fixed row]

(7.1.2) Has your emissions accounting methodology, boundary, and/or reporting year definition changed in the reporting year?

(7.1.2.1) Change(s) in methodology, boundary, and/or reporting year definition?

Select all that apply

☑ Yes, a change in boundary

(7.1.2.2) Details of methodology, boundary, and/or reporting year definition change(s)

The FY2025 reporting boundary includes Sorbet corporate stores and support facilities and M-Kem, which were acquired in 2023. Scope 1 emissions from Sorbet company-controlled operations remain excluded because data was unavailable.
[Fixed row]

(7.1.3) Have your organization's base year emissions and past years' emissions been recalculated as a result of any changes or errors reported in 7.1.1 and/or 7.1.2?

(7.1.3.1) Base year recalculation

Select from:

☑ No, because we do not have the data yet and plan to recalculate next year

(7.1.3.4) Base year emissions recalculation policy, including significance threshold

Clicks plans to formalise its base-year emissions recalculation policy. Historically, the Group has applied an indicative significance threshold of 1% of total organisational emissions when assessing structural changes, together with qualitative triggers including significant data errors and material changes in calculation methodologies or reporting boundaries. Following the FY2025 verification, Clicks plans to recalculate the relevant FY2015 and FY2022 base-year emissions to assess the effect of including Sorbet within the reporting boundary. Past-year emissions have not yet been recalculated because the required assessment and supporting data compilation have not been completed.

(7.1.3.5) Past years' recalculation

Select from:

☑ No

[Fixed row]

(7.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.

Select all that apply

☑ ISO 14064-1

☑ The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (Revised Edition)

☑ The Greenhouse Gas Protocol: Scope 2 Guidance

☑ The Greenhouse Gas Protocol: Corporate Value Chain (Scope 3) Standard

(7.3) Describe your organization's approach to reporting Scope 2 emissions.

(7.3.1) Scope 2, location-based

Select from:

☑ We are reporting a Scope 2, location-based figure

(7.3.2) Scope 2, market-based

Select from:

☑ We are reporting a Scope 2, market-based figure

(7.3.3) Comment

Clicks reports both location- and market-based Scope 2 emissions. The market-based value (residual mix), calculated using published Eskom data, was applied for South African operations. In Botswana, Namibia, Eswatini and Lesotho, residual mix information is not available thus only a location-based emission factor can be used. No purchased low-carbon electricity, energy attribute certificates or power purchase agreement (PPA) volumes were recorded in FY2025. However, Clicks is currently negotiating a renewable energy PPA; once operational, this PPA will allow the company to apply a supplier-specific emission factor reflecting zero- or low-carbon generation.
[Fixed row]

(7.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1, Scope 2 or Scope 3 emissions that are excluded from your disclosure of climate-related data?

Select from:
☑ Yes

(7.4.1) Provide details of the sources of Scope 1, Scope 2, or Scope 3 emissions which are not included in your disclosure.

Row 1

(7.4.1.1) Source of excluded emissions

180 Degrees Marketing, 41 Netcare hospital pharmacies, eight former Pick n Pay pharmacies and the 180 Degrees Marketing office.

(7.4.1.2) Scope(s) or Scope 3 category(ies)

Select all that apply
☑ Scope 1
☑ Scope 2 (location-based)
☑ Scope 2 (market-based)

(7.4.1.3) Relevance of Scope 1 emissions from this source

Select from:
☑ Emissions are not relevant

(7.4.1.4) Relevance of location-based Scope 2 emissions from this source

Select from:
☑ Emissions are not relevant

(7.4.1.5) Relevance of market-based Scope 2 emissions from this source

Select from:
☑ Emissions are not relevant

(7.4.1.8) Estimated percentage of total Scope 1+2 emissions this excluded source represents

0.5

(7.4.1.10) Explain why this source is excluded

The FY2025 verifier records the excluded entities and facilities as immaterial to the reported inventory.

(7.4.1.11) Explain how you estimated the percentage of emissions this excluded source represents

The percentage was estimated using the FY2025 Scope 1 and location-based Scope 2 emissions intensity of Clicks' included South African store portfolio. The portfolio generated 84 385 tCO2e across 556 180 m², equivalent to 0.1517 tCO2e/m². Applying this intensity to the combined 3 243 m² occupied by the 41 Netcare hospital pharmacies and eight former Pick n Pay pharmacies produced estimated excluded emissions of 492 tCO2e, representing approximately 0.5% of reported Scope 1 and Scope 2 emissions of 103 214 tCO2e. No separate activity or floor-area data were available for the 180 Degrees Marketing office; however, the verifier assessed the entity and excluded facilities as immaterial.

Row 2

(7.4.1.1) Source of excluded emissions

Fuel combustion in eight non-South African company-owned vehicles and stationary fuel combustion in store generators not owned or controlled by Clicks.

(7.4.1.2) Scope(s) or Scope 3 category(ies)

Select all that apply

☑ Scope 1

(7.4.1.3) Relevance of Scope 1 emissions from this source

Select from:

☑ Emissions are not relevant

(7.4.1.8) Estimated percentage of total Scope 1+2 emissions this excluded source represents

0.1

(7.4.1.10) Explain why this source is excluded

Transactional fuel data for the non-South African vehicles is considered immaterial. Store generators are assumed not to be owned or controlled by Clicks and therefore fall outside the operational-control boundary.

(7.4.1.11) Explain how you estimated the percentage of emissions this excluded source represents

The percentage was estimated using FY2025 mobile-combustion emissions from the UPD fleet as a conservative proxy for the eight non-South African vehicles. UPD mobile-combustion emissions of 1 599 tCO2e were divided by an estimated comparison fleet of 124 vehicles, producing an average of approximately 13 tCO2e per vehicle. Applying this intensity to the eight excluded vehicles resulted in estimated emissions of 104 tCO2e, representing approximately 0.1% of reported Scope 1 and location-based Scope 2 emissions of 103 214 tCO2e. Emissions from store generators were not added because these generators are not owned or controlled by Clicks and therefore fall outside the Group's operational-control Scope 1 boundary.

Row 3

(7.4.1.1) Source of excluded emissions

Sorbet company-controlled operations: fuel combustion, refrigerants and Scope 3 activities.

(7.4.1.2) Scope(s) or Scope 3 category(ies)

Select all that apply

☑ Scope 1

☑ Scope 3: Business travel

☑ Scope 3: Employee commuting

☑ Scope 3: Purchased goods and services

☑ Scope 3: Waste generated in operations

☑ Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2)

(7.4.1.3) Relevance of Scope 1 emissions from this source

Select from:

☑ Emissions are not relevant

(7.4.1.6) Relevance of Scope 3 emissions from this source

Select from:

☑ Emissions are not relevant

(7.4.1.8) Estimated percentage of total Scope 1+2 emissions this excluded source represents

0

(7.4.1.9) Estimated percentage of total Scope 3 emissions this excluded source represents

0.1

(7.4.1.10) Explain why this source is excluded

Sorbet corporate operations entered the FY2025 reporting boundary, but fuel, refrigerant and Scope 3 activity data was unavailable, but deemed immaterial. Purchased electricity is included in reported Scope 2.

(7.4.1.11) Explain how you estimated the percentage of emissions this excluded source represents

The percentages were estimated using Sorbet's included location-based Scope 2 emissions as a proxy for the relative scale of its company-controlled operations. Sorbet's reported Scope 2 emissions of 749 tCO2e represented approximately 0.862% of the 86 834 tCO2e reported for Clicks Stores. Applying this proportion to comparable Clicks Stores emissions produced estimated omitted Sorbet Scope 1 emissions of 16 tCO2e, representing 0.02% of reported Scope 1 and Scope 2 emissions of 103214 tCO2e. Applying the same proportion to 2 608 tCO2e of comparable Clicks Stores Scope 3 emissions produced estimated omitted Scope 3 emissions of 22 tCO2e, representing 0.07% of reported Scope 3 emissions of 33 064 tCO2e.
[Add row]

(7.5) Provide your base year and base year emissions.

Scope 1

(7.5.1) Base year end

08/31/2015

(7.5.2) Base year emissions (metric tons CO2e)

6061

(7.5.3) Methodological details

Clicks' Scope 1 emissions include stationary diesel, mobile diesel, mobile petrol and refrigerants consumed in the base year. Fuel quantities are multiplied by the applicable base-year combustion emission factors, and refrigerant quantities are multiplied by their respective global warming potentials, to calculate tCO2e.

Scope 2 (location-based)

(7.5.1) Base year end

08/31/2015

(7.5.2) Base year emissions (metric tons CO2e)

109098

(7.5.3) Methodological details

Clicks' Scope 2 emissions are calculated in line with the GHG Protocol Scope 2 Guidance from purchased electricity consumption. Electricity invoices, municipal and utility bills and metered records are multiplied by the applicable base-year grid emission factor for each country.

Scope 2 (market-based)

(7.5.1) Base year end

08/31/2015

(7.5.2) Base year emissions (metric tons CO2e)

109098

(7.5.3) Methodological details

Clicks' market-based Scope 2 emissions are calculated in line with the GHG Protocol Scope 2 Guidance from purchased electricity consumption. Supplier-specific factors are applied where qualifying contractual instruments exist; otherwise the applicable grid factor is used.

Scope 3 category 1: Purchased goods and services

(7.5.1) Base year end

08/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

90

(7.5.3) Methodological details

Purchased-water volumes were converted to megalitres and multiplied by the Rand Water 2017 emission factor of 1.442 tCO2e per megalitre.

Scope 3 category 2: Capital goods

(7.5.3) Methodological details

Scope 3 category 3: Fuel-and-energy-related activities (not included in Scope 1 or 2)

(7.5.1) Base year end

08/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

16097

(7.5.3) Methodological details

Base-year Scope 1 fuels and Scope 2 electricity were multiplied by the applicable upstream fuel and transmission-and-distribution-loss factors based on the DEFRA 2022 production emission factors and Transmission and distribution losses from Eskom's 2021 IAR.

Scope 3 category 4: Upstream transportation and distribution

(7.5.1) Base year end

08/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

7897

(7.5.3) Methodological details

The distance travelled by each class of truck in kilometres. These distances are determined using readings from the trucks' onboard odometers, telematics systems, or trip logs, which capture actual mileage for each vehicle class. The kilometres are multiplied by their respective tonne CO2e/km emission factor from DEFRA 2022 for the respective vehicle class in the base year.

Scope 3 category 5: Waste generated in operations

(7.5.1) Base year end

08/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

1292

(7.5.3) Methodological details

The quantity of waste (in tonnes) sent to landfill, recycled or incinerated in the base year. This value was multiplied by the respective emission factor for these activities from DEFRA 2022 and and IPCC domestic waste water treatment factors.

Scope 3 category 6: Business travel

(7.5.1) Base year end

08/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

607

(7.5.3) Methodological details

Business travel comprised of air travel and rental vehicles. All flights were recorded by Clicks' travel agents. DEFRA 2022 emission factors for short and long-haul flights were used, differentiating between economy and business class. Radiative forcing was included in estimating these emissions. For rental vehicles, vehicles were classified as small, medium or large petrol engines, and the DEFRA 2022 emission factors were applied. All flight and taxi data used comprised primary data (in km travelled).

Scope 3 category 7: Employee commuting

(7.5.1) Base year end

08/31/2022

(7.5.2) Base year emissions (metric tons CO2e)

8757

(7.5.3) Methodological details

In 2016 an employee commuting survey was undertaken to determine the modes of transport and distances travelled by employees. Leave days and holidays were omitted, and results were extrapolated across all full time employees to obtain the totals of kms travelled by each mode. These included a combination of office staff and store based staff. Office staff tends to drive single occupancy privately owned cars, as opposed to employees at shops and distribution centres who may rely primarily on the more efficient public transport modes. The results of the survey were used in the 2021 calculation. Activity data: The activity data for this calculation consisted of the employee numbers for the year and the results of the survey regarding the transport modes. Emission factors: The DEFRA (2020) emission factors were multiplied to the kms travelled by each transport mode to yield total emissions. The calculations were carried out as per the ISO 14064 Part 1 and The Greenhouse Gas Protocol.
[Fixed row]

(7.6) What were your organization's gross global Scope 1 emissions in metric tons CO2e?

Reporting year

(7.6.1) Gross global Scope 1 emissions (metric tons CO2e)

4182

(7.6.3) Methodological details

Clicks' Scope 1 inventory covers stationary diesel, mobile diesel and petrol, and refrigerants. Fuel data is obtained from supplier invoices, purchase and delivery records and fuel logs; refrigerant data is obtained from maintenance logs and contractor reports. Activity data is multiplied by the applicable FY2025 emission factors and global warming potentials in the verified carbon calculator.
[Fixed row]

(7.7) What were your organization's gross global Scope 2 emissions in metric tons CO2e?

Reporting year

(7.7.1) Gross global Scope 2, location-based emissions (metric tons CO2e)

99032

(7.7.2) Gross global Scope 2, market-based emissions (metric tons CO2e)

117220

(7.7.4) Methodological details

Purchased electricity by country is multiplied by the applicable grid factor. South Africa uses the DFFE grid factor; Botswana, Namibia, Eswatini and Lesotho use the factors recorded in the verified carbon calculator. In South Africa, there is a regulated electricity market with a national utility, who publishes necessary information to calculate both location based emission factors and a residual mix. The residual mix, calculated using published Eskom data, was applied for South African operations. This approach ensures that our GHG inventory adheres to the principles outlined in the GHG Protocol's standards and we transparently report our emissions to our stakeholders and investors. In Botswana, Namibia, Eswatini and Lesotho, residual mix information is not available thus only a location-based emission factor can be used. No PPA or EAC volumes were recorded in FY2025.
[Fixed row]

(7.8) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.

Purchased goods and services

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

92

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Average data method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.6) Please explain

Purchased-water volumes were multiplied by the Rand Water 2017 factor of 1.4416 tCO2e per million litres. The reported boundary is limited to water data available for head office and distribution operations.

Capital goods

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Emissions estimated to be insignificant

(7.8.6) Please explain

Capital goods are not an inherent part of Clicks' business as it does not have significant manufacturing facilities. The purchase of capital goods such as forklifts or delivery vehicles will not result in significant Scope 3 emissions in terms of Clicks' overall emissions profile.

Fuel-and-energy-related activities (not included in Scope 1 or 2)

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

9803

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Average data method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.6) Please explain

Upstream production emissions for diesel and petrol and transmission-and-distribution losses for purchased electricity were calculated from FY2025 fuel and electricity activity data using DEFRA 2025 and country-specific loss factors.

Upstream transportation and distribution

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

9337

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Distance-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.6) Please explain

Kilometres travelled by third-party distribution vehicle class were multiplied by the applicable DEFRA 2025 freight factors. Smaller distribution providers and online-fulfilment distribution remain outside the reported boundary.

Waste generated in operations

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

2407

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Waste-type-specific method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.6) Please explain

Waste quantities by type and treatment route were multiplied by the applicable FY2025 factors. Store and pharmacy waste is excluded except for medical and packaging waste returned to distribution centres.

Business travel

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

1501

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Distance-based method

☑ Other, please specify :Supplier-specific method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.6) Please explain

Air-travel and rental-vehicle activity data was obtained from travel providers and multiplied by the applicable DEFRA 2025 factors. Overnight accommodation and travel in employee-owned vehicles are excluded.

Employee commuting

(7.8.1) Evaluation status

Select from:

☑ Relevant, calculated

(7.8.2) Emissions in reporting year (metric tons CO2e)

9924

(7.8.3) Emissions calculation methodology

Select all that apply

☑ Distance-based method

(7.8.4) Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

(7.8.6) Please explain

The 2023 commuting survey covered 7346 employees across stores, pharmacies and administrative/support functions. Surveyed distances and modes were extrapolated to the defined permanent-employee population and multiplied by applicable factors. Hourly employees are excluded.

Upstream leased assets

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Emissions covered under scope 1 or 2

(7.8.6) Please explain

Energy and fuel emissions from leased sites under operational control are included in Scope 1 and Scope 2; no separate upstream leased-asset emissions were identified.

Downstream transportation and distribution

(7.8.1) Evaluation status

Select from:

☑ Relevant, not yet calculated

(7.8.6) Please explain

Customer transport and downstream distribution can arise after sale, but the large customer base and limited activity data prevented FY2025 quantification.

Processing of sold products

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Not applicable to our organization’s activities

(7.8.6) Please explain

Clicks does not sell intermediate products that require further processing before use.

Use of sold products

(7.8.1) Evaluation status

Select from:

☑ Relevant, not yet calculated

(7.8.6) Please explain

Some sold products, including electrical appliances, consume energy during use. These emissions were not quantified for FY2025.

End of life treatment of sold products

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Emissions estimated to be insignificant

(7.8.6) Please explain

The emissions from this category were evaluated and fell below the materiality threshold of 5% of Scope 3 emissions. These emissions are therefore deemed not relevant based on the materiality criteria in the GHG protocol standard.

Downstream leased assets

(7.8.1) Evaluation status

Select from:

☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:

☑ Not applicable to our organization’s activities

(7.8.6) Please explain

Clicks did not identify downstream leased assets that generate emissions outside its operational-control inventory.

Franchises

(7.8.1) Evaluation status

Select from:
☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:
☑ Emissions estimated to be insignificant

(7.8.6) Please explain

Clicks considers emissions from franchised Sorbet stores to be immaterial.

Investments

(7.8.1) Evaluation status

Select from:
☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:
☑ Not applicable to our organization’s activities

(7.8.6) Please explain

Investment activity is not a core business activity and no material investment portfolio was identified for financed-emissions reporting.

Other (upstream)

(7.8.1) Evaluation status

Select from:
☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:
☑ Not applicable to our organization's activities

(7.8.6) Please explain

No additional upstream category outside the GHG Protocol categories was identified.

Other (downstream)

(7.8.1) Evaluation status

Select from:
☑ Not relevant, explanation provided

(7.8.5) Reason for this category not being relevant

Select from:
☑ Not applicable to our organization's activities

(7.8.6) Please explain

No additional downstream category outside the GHG Protocol categories was identified.
[Fixed row]

(7.9) Indicate the verification/assurance status that applies to your reported emissions.

Scope	Verification/assurance status
Scope 1	*Select from:* ☑ Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	*Select from:* ☑ Third-party verification or assurance process in place
Scope 3	*Select from:* ☑ Third-party verification or assurance process in place

[Fixed row]

(7.9.1) Provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements.

Row 1

(7.9.1.1) Verification or assurance cycle in place

Select from:
☑ Annual process

(7.9.1.2) Status in the current reporting year

Select from:
☑ Complete

(7.9.1.3) Type of verification or assurance

Select from:
☑ Limited assurance

(7.9.1.4) Attach the statement

Clicks Group Limited_FY25_GHG_Verification_Opinion_2025-10-30.pdf

(7.9.1.5) Page/section reference

Pages 1-3

(7.9.1.6) Relevant standard

Select all that apply
☑ ISO14064-3

(7.9.1.7) Proportion of reported emissions verified (%)

100
[Add row]

(7.9.2) Provide further details of the verification/assurance undertaken for your Scope 2 emissions and attach the relevant statements.

Row 1

(7.9.2.1) Scope 2 approach

Select from:
☑ Scope 2 location-based

(7.9.2.2) Verification or assurance cycle in place

Select from:
☑ Annual process

(7.9.2.3) Status in the current reporting year

Select from:
☑ Complete

(7.9.2.4) Type of verification or assurance

Select from:
☑ Limited assurance

(7.9.2.5) Attach the statement

Clicks Group Limited_FY25_GHG_Verification_Opinion_2025-10-30.pdf

(7.9.2.6) Page/ section reference

Pages 1-3

(7.9.2.7) Relevant standard

Select all that apply
☑ ISO14064-3

(7.9.2.8) Proportion of reported emissions verified (%)

100
[Add row]

(7.9.3) Provide further details of the verification/assurance undertaken for your Scope 3 emissions and attach the relevant statements.

Row 1

(7.9.3.1) Scope 3 category

Select all that apply

☑ Scope 3: Business travel
☑ Scope 3: Employee commuting
☑ Scope 3: Purchased goods and services
☑ Scope 3: Waste generated in operations
☑ Scope 3: Upstream transportation and distribution
☑ Scope 3: Fuel and energy-related activities (not included in Scopes 1 or 2)

(7.9.3.2) Verification or assurance cycle in place

Select from:
☑ Annual process

(7.9.3.3) Status in the current reporting year

Select from:
☑ Complete

(7.9.3.4) Type of verification or assurance

Select from:
☑ Limited assurance

(7.9.3.5) Attach the statement

Clicks Group Limited_FY25_GHG_Verification_Opinion_2025-10-30.pdf

(7.9.3.6) Page/section reference

Pages 1-3

(7.9.3.7) Relevant standard

Select all that apply
☑ ISO14064-3

(7.9.3.8) Proportion of selected emissions categories verified (%)

100

(7.9.3.9) Proportion of total reported scope 3 emissions verified (%)

100
[Add row]

(7.10) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

Select from:
☑ Decreased

(7.10.1) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.

Change in renewable energy consumption

(7.10.1.1) Change in emissions (metric tons CO2e)

388

(7.10.1.2) Direction of change in emissions

Select from:
☑ Decreased

(7.10.1.3) Emissions value (percentage)

0.35

(7.10.1.4) Please explain calculation

On-site renewable electricity generation increased from 5 135 MWh in FY2024 to 5 563 MWh in FY2025. Applying the FY2025 South African grid factor gives an estimated 388 tCO2e decrease, equal to 0.35% of FY2024 combined Scope 1 and Scope 2 emissions.

Other emissions reduction activities

(7.10.1.1) Change in emissions (metric tons CO2e)

0

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

(7.10.1.3) Emissions value (percentage)

0

(7.10.1.4) Please explain calculation

Energy-efficiency, fleet-electrification and route-optimisation initiatives were active during FY2025. However, their individual effects on the year-on-year Scope 1 and Scope 2 movement could not be isolated from changes in operating activity and other reported drivers without double counting. The existing quantified drivers fully reconcile the FY2025 decrease of 8865 tCO2e. Accordingly, no additional emissions change has been separately attributed to this category. Estimated annual project savings are reported separately in 7.55.2.

Divestment

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

Acquisitions

(7.10.1.2) Direction of change in emissions

Select from:
☑ No change

Mergers

(7.10.1.2) Direction of change in emissions

Select from:
☑ No change

Change in output

(7.10.1.1) Change in emissions (metric tons CO2e)

180

(7.10.1.2) Direction of change in emissions

Select from:
☑ Increased

(7.10.1.3) Emissions value (percentage)

0.16

(7.10.1.4) Please explain calculation

Mobile-fuel and refrigerant emissions increased by approximately 180 tCO2e as transport and operating activity changed, equal to 0.16% of FY2024 combined Scope 1 and Scope 2 emissions.

Change in methodology

(7.10.1.2) Direction of change in emissions

Select from:

☑ No change

Change in boundary

(7.10.1.1) Change in emissions (metric tons CO2e)

1202

(7.10.1.2) Direction of change in emissions

Select from:
☑ Increased

(7.10.1.3) Emissions value (percentage)

1.07

(7.10.1.4) Please explain calculation

Including M-Kem and Sorbet electricity in the FY2025 boundary added approximately 1 202 tCO2e, equal to 1.07% of FY2024 combined Scope 1 and Scope 2 emissions.

Change in physical operating conditions

(7.10.1.1) Change in emissions (metric tons CO2e)

1133

(7.10.1.2) Direction of change in emissions

Select from:
☑ Decreased

(7.10.1.3) Emissions value (percentage)

1.01

(7.10.1.4) Please explain calculation

Stationary-diesel emissions decreased from approximately 1 317 tCO2e in FY2024 to 184 tCO2e in FY2025 as load shedding declined. The 1 133 tCO2e decrease equals 1.01% of FY2024 combined Scope 1 and Scope 2 emissions.

Unidentified

(7.10.1.2) Direction of change in emissions

Select from:
☑ No change

Other

(7.10.1.1) Change in emissions (metric tons CO2e)

8726

(7.10.1.2) Direction of change in emissions

Select from:
☑ Decreased

(7.10.1.3) Emissions value (percentage)

7.79

(7.10.1.4) Please explain calculation

After the identified renewable-energy, output, boundary and stationary-diesel effects, the remaining 8 726 tCO2e decrease reflects changes in grid emission factors and the electricity-consumption mix. The five drivers reconcile to the total 8 865 tCO2e, or 7.91%, year-on-year decrease.
[Fixed row]

(7.10.2) Are your emissions performance calculations in 7.10 and 7.10.1 based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?

Select from:
☑ Location-based

(7.12) Does your organization have significant land sector activities in its operations or value chain?

	Agriculture, forestry or other land sector activities
	Select from: ☑ Not evaluated

[Fixed row]

(7.13) Does your organization choose to account for and report technological CO2 removals or captured CO2 with geologic storage, or have you done so in previous years?

	Technological CO2 removals or captured CO2 with geologic storage in the reporting year	Specify the reason for no technological CO2 removals or captured CO2 with geological storage in the reporting year	Technological CO2 removals or captured CO2 with geologic storage were accounted for and reported in previous years
	Select from: ☑ No, explanation provided	*Select from:* ☑ No relevant activities identified	*Select from:* ☑ No

[Fixed row]

(7.15) Does your organization break down its Scope 1 and/or Scope 2 emissions by greenhouse gas type?

(7.15.1) Emissions breakdown by greenhouse gas type

Select from:
☑ Yes, Scope 1 emissions only
[Fixed row]

(7.15.1) Break down your total gross global Scope 1 and Scope 2 emissions by greenhouse gas type and provide the source of each used global warming potential (GWP).

Row 1

(7.15.1.1) Greenhouse gas

Select from:
☑ CO2

(7.15.1.2) Scope 1 emissions (metric tons of selected gas)

2423

(7.15.1.3) Scope 1 emissions (metric tons of CO2e)

2423

(7.15.1.8) GWP Reference

Select from:
☑ IPCC Fifth Assessment Report (AR5 – 100 year)

Row 2

(7.15.1.1) Greenhouse gas

Select from:

☑ CH4

(7.15.1.2) Scope 1 emissions (metric tons of selected gas)

0.126

(7.15.1.3) Scope 1 emissions (metric tons of CO2e)

4

(7.15.1.8) GWP Reference

Select from:
☑ IPCC Fifth Assessment Report (AR5 – 100 year)

Row 3

(7.15.1.1) Greenhouse gas

Select from:
☑ N2O

(7.15.1.2) Scope 1 emissions (metric tons of selected gas)

0.632

(7.15.1.3) Scope 1 emissions (metric tons of CO2e)

168

(7.15.1.8) GWP Reference

Select from:
☑ IPCC Fifth Assessment Report (AR5 – 100 year)

Row 4

(7.15.1.1) Greenhouse gas

Select from:
☑ HFCs

(7.15.1.2) Scope 1 emissions (metric tons of selected gas)

0.79

(7.15.1.3) Scope 1 emissions (metric tons of CO2e)

1588

(7.15.1.8) GWP Reference

Select from:
☑ IPCC Fifth Assessment Report (AR5 – 100 year)
[Add row]

(7.16) Break down your total gross global Scope 1 and 2 emissions by country/area.

Country/area	Scope 1 emissions (metric tons CO2e)	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Botswana	*0*	*3876*	*3876*
Eswatini	*0*	*223*	*223*
Lesotho	*0*	*0*	*0*

Country/area	Scope 1 emissions (metric tons CO2e)	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Namibia	*0*	*227*	*227*
South Africa	*4182*	*94706*	*112894*

[Fixed row]

(7.17) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.

Select all that apply

☑ By business division

☑ By activity

(7.17.1) Break down your total gross global Scope 1 emissions by business division.

Row 1

(7.17.1.1) Business division

Body Shop

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

16

Row 2

(7.17.1.1) Business division

UPD

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

2050

Row 3

(7.17.1.1) Business division

Head Office

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

90

Row 4

(7.17.1.1) Business division

Clicks Stores

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

1785

Row 5

(7.17.1.1) Business division

Distribution Centres

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

241

Row 6

(7.17.1.1) Business division

Medicross

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

0

Row 7

(7.17.1.1) Business division

M-Kem

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

0

Row 8

(7.17.1.1) Business division

Sorbet

(7.17.1.2) Scope 1 emissions (metric ton CO2e)

0
[Add row]

(7.17.3) Break down your total gross global Scope 1 emissions by business activity.

	Activity	Scope 1 emissions (metric tons CO2e)
Row 1	*Mobile fuel combustion*	*2410*
Row 2	*Stationary fuel combustion*	*184*
Row 3	*Fugitive emissions*	*1588*

[Add row]

(7.20) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.

Select all that apply

☑ By business division

☑ By activity

(7.20.1) Break down your total gross global Scope 2 emissions by business division.

Row 1

(7.20.1.1) Business division

Head Office

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

1875

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

2236

Row 2

(7.20.1.1) Business division

Clicks Stores

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

86834

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

102683

Row 3

(7.20.1.1) Business division

Distribution Centres

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

3469

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

4135

Row 4

(7.20.1.1) Business division

Body Shop

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

602

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

714

Row 5

(7.20.1.1) Business division

UPD

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

4613

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

5500

Row 6

(7.20.1.1) Business division

Medicross

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

436

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

520

Row 7

(7.20.1.1) Business division

M-Kem

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

453

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

541

Row 8

(7.20.1.1) Business division

Sorbet

(7.20.1.2) Scope 2, location-based (metric tons CO2e)

749

(7.20.1.3) Scope 2, market-based (metric tons CO2e)

893
[Add row]

(7.20.3) Break down your total gross global Scope 2 emissions by business activity.

	Activity	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Row 1	*Electricity consumption*	*99032*	*117220*

[Add row]

(7.22) Break down your gross Scope 1 and Scope 2 emissions between your consolidated accounting group and other entities included in your response.

Consolidated accounting group

(7.22.1) Scope 1 emissions (metric tons CO2e)

4182

(7.22.2) Scope 2, location-based emissions (metric tons CO2e)

99032

(7.22.3) Scope 2, market-based emissions (metric tons CO2e)

117220

(7.22.4) Please explain

All emissions included in the response arise from entities within Clicks Group Limited’s consolidated accounting group and operational-control boundary.

All other entities

(7.22.1) Scope 1 emissions (metric tons CO2e)

0

(7.22.2) Scope 2, location-based emissions (metric tons CO2e)

0

(7.22.3) Scope 2, market-based emissions (metric tons CO2e)

0

(7.22.4) Please explain

No entities outside the consolidated accounting group are included in the reported emissions boundary.
[Fixed row]

(7.23) Is your organization able to break down your emissions data for any of the subsidiaries included in your CDP response?

Select from:
☑ No

(7.29) What percentage of your total operational spend in the reporting year was on energy?

Select from:
☑ More than 0% but less than or equal to 5%

(7.30) Select which energy-related activities your organization has undertaken.

Activity	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	*Select from:* ☑ Yes
Consumption of purchased or acquired electricity	*Select from:* ☑ Yes
Consumption of purchased or acquired heat	*Select from:* ☑ No
Consumption of purchased or acquired steam	*Select from:*

Activity	Indicate whether your organization undertook this energy-related activity in the reporting year
	☑ No
Consumption of purchased or acquired cooling	*Select from:* ☑ No
Generation of electricity, heat, steam, or cooling	*Select from:* ☑ Yes

[Fixed row]

(7.30.1) Report your organization’s energy consumption totals (excluding feedstocks) in MWh.

Consumption of fuel (excluding feedstock)

(7.30.1.1) Heating value

Select from:
☑ LHV (lower heating value)

(7.30.1.2) MWh from renewable sources

0

(7.30.1.3) MWh from non-renewable sources

9102

(7.30.1.5) Total (renewable + non-renewable) MWh

9102.00

Consumption of purchased or acquired electricity

(7.30.1.2) MWh from renewable sources

0

(7.30.1.3) MWh from non-renewable sources

110409

(7.30.1.4) MWh from non-renewable zero or near-zero emission sources

0

(7.30.1.5) Total (renewable + non-renewable) MWh

110409.00

Consumption of self-generated non-fuel renewable energy

(7.30.1.2) MWh from renewable sources

5563

(7.30.1.5) Total (renewable + non-renewable) MWh

5563.00

Total energy consumption

(7.30.1.2) MWh from renewable sources

5563

(7.30.1.3) MWh from non-renewable sources

119511

(7.30.1.4) MWh from non-renewable zero or near-zero emission sources

0

(7.30.1.5) Total (renewable + non-renewable) MWh

125074.00
[Fixed row]

(7.30.6) Select the applications of your organization’s consumption of fuel.

Fuel Application	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	*Select from:* ☑ Yes
Consumption of fuel for the generation of heat	*Select from:* ☑ Yes
Consumption of fuel for the generation of steam	*Select from:* ☑ No
Consumption of fuel for the generation of cooling	*Select from:* ☑ No
Consumption of fuel for co-generation or tri-generation	*Select from:* ☑ No

[Fixed row]

(7.30.7) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.

Sustainable biomass

(7.30.7.1) Total fuel MWh consumed by the organization

0

(7.30.7.2) MWh fuel consumed for self-generation of electricity

0

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.7) Comment

Clicks does not make use of sustainable biomass.

Other biomass

(7.30.7.1) Total fuel MWh consumed by the organization

0

(7.30.7.2) MWh fuel consumed for self-generation of electricity

0

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.7) Comment

Clicks does not make use of other biomass.

Other renewable fuels (e.g. renewable hydrogen)

(7.30.7.1) Total fuel MWh consumed by the organization

0

(7.30.7.2) MWh fuel consumed for self-generation of electricity

0

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.7) Comment

Clicks does not make use of any renewable fuels

Coal

(7.30.7.1) Total fuel MWh consumed by the organization

0

(7.30.7.2) MWh fuel consumed for self-generation of electricity

0

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.7) Comment

Clicks does not make use of coal

Oil

(7.30.7.1) Total fuel MWh consumed by the organization

9102

(7.30.7.2) MWh fuel consumed for self-generation of electricity

682

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.7) Comment

Oil-based fuels comprise diesel and petrol. Of 9102 MWh consumed, 682 MWh of diesel was used in generators; the remaining 8420 MWh related primarily to mobile combustion and was not used to generate heat, steam, cooling or cogeneration.

Gas

(7.30.7.1) Total fuel MWh consumed by the organization

0

(7.30.7.2) MWh fuel consumed for self-generation of electricity

0

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.7) Comment

Clicks does not make use of gas

Other non-renewable fuels (e.g. non-renewable hydrogen)

(7.30.7.1) Total fuel MWh consumed by the organization

0

(7.30.7.2) MWh fuel consumed for self-generation of electricity

0

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.7) Comment

Clicks does not make use of other non-renewable fuels

Total fuel

(7.30.7.1) Total fuel MWh consumed by the organization

9102

(7.30.7.2) MWh fuel consumed for self-generation of electricity

682

(7.30.7.3) MWh fuel consumed for self-generation of heat

0

(7.30.7.7) Comment

Oil-based fuels comprise diesel and petrol. Of 9 102 MWh consumed, 682 MWh of diesel was used in generators; the remaining 8 420 MWh related primarily to mobile combustion and was not used to generate heat, steam, cooling or cogeneration.

[Fixed row]

(7.30.9) Provide details on the electricity, heat, steam, and cooling your organization has generated and consumed in the reporting year.

Electricity

(7.30.9.1) Total Gross generation (MWh)

5809

(7.30.9.2) Generation that is consumed by the organization (MWh)

5809

(7.30.9.3) Gross generation from renewable sources (MWh)

5563

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

5563

Heat

(7.30.9.1) Total Gross generation (MWh)

8421

(7.30.9.2) Generation that is consumed by the organization (MWh)

8421

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

Steam

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0

Cooling

(7.30.9.1) Total Gross generation (MWh)

0

(7.30.9.2) Generation that is consumed by the organization (MWh)

0

(7.30.9.3) Gross generation from renewable sources (MWh)

0

(7.30.9.4) Generation from renewable sources that is consumed by the organization (MWh)

0
[Fixed row]

(7.30.14) Provide a breakdown by country/area of your electricity/heat/steam/cooling consumption in the reporting year.

Botswana

(7.30.14.1) Consumption of purchased electricity (MWh)

2187

(7.30.14.2) Consumption of self-generated electricity (MWh)

0

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

2187.00

Eswatini

(7.30.14.1) Consumption of purchased electricity (MWh)

852

(7.30.14.2) Consumption of self-generated electricity (MWh)

0

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

852.00

Lesotho

(7.30.14.1) Consumption of purchased electricity (MWh)

0

(7.30.14.2) Consumption of self-generated electricity (MWh)

0

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

0.00

Namibia

(7.30.14.1) Consumption of purchased electricity (MWh)

2837

(7.30.14.2) Consumption of self-generated electricity (MWh)

0

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

2837.00

South Africa

(7.30.14.1) Consumption of purchased electricity (MWh)

104532

(7.30.14.2) Consumption of self-generated electricity (MWh)

5809

(7.30.14.4) Consumption of purchased heat, steam, and cooling (MWh)

0

(7.30.14.5) Consumption of self-generated heat, steam, and cooling (MWh)

0

(7.30.14.6) Total electricity/heat/steam/cooling energy consumption (MWh)

110341.00
[Fixed row]

(7.45) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

Row 1

(7.45.1) Intensity figure

0.00000216

(7.45.2) Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

103214

(7.45.3) Metric denominator

Select from:
☑ unit total revenue

(7.45.4) Metric denominator: Unit total

47828000000

(7.45.5) Scope 2 figure used

Select from:

☑ Location-based

(7.45.6) % change from previous year

13

(7.45.7) Direction of change

Select from:

☑ Decreased

(7.45.8) Reasons for change

Select all that apply

☑ Change in renewable energy consumption

☑ Change in output

☑ Change in revenue

☑ Change in boundary

☑ Change in physical operating conditions

(7.45.9) Please explain

The Clicks Group experienced an 8% decrease in combined Scope 1 and 2 emissions and a 5% increase in revenue. The emissions decrease was driven by increased onsite renewable electricity, lower stationary diesel consumption following reduced load shedding and updated country electricity emission factors. The inclusion of M-Kem and Sorbet increased the reporting boundary, while mobile fuel emissions increased with distribution activity. Together, the emissions reduction and revenue growth reduced revenue intensity by 13%.

Row 2

(7.45.1) Intensity figure

5.13

(7.45.2) Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

103214

(7.45.3) Metric denominator

Select from:

☑ full time equivalent (FTE) employee

(7.45.4) Metric denominator: Unit total

20102

(7.45.5) Scope 2 figure used

Select from:

☑ Location-based

(7.45.6) % change from previous year

10

(7.45.7) Direction of change

Select from:

☑ Decreased

(7.45.8) Reasons for change

Select all that apply

☑ Change in renewable energy consumption

☑ Change in output

☑ Change in boundary

☑ Change in physical operating conditions

(7.45.9) Please explain

The Clicks Group experienced an 8% decrease in combined Scope 1 and 2 emissions while the number of employees increased by 2%. The emissions decrease was driven by increased onsite renewable electricity, lower stationary diesel consumption following reduced load shedding and updated country electricity emission factors. The inclusion of M-Kem and Sorbet increased the reporting boundary, while mobile fuel emissions increased with distribution activity. Employee intensity consequently decreased by 10%.

Row 3

(7.45.1) Intensity figure

0.172

(7.45.2) Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

103214

(7.45.3) Metric denominator

Select from:

☑ square meter

(7.45.4) Metric denominator: Unit total

600083

(7.45.5) Scope 2 figure used

Select from:

☑ Location-based

(7.45.6) % change from previous year

2

(7.45.7) Direction of change

Select from:

☑ Increased

(7.45.8) Reasons for change

Select all that apply

☑ Change in renewable energy consumption

☑ Change in output

☑ Change in methodology

☑ Change in boundary

☑ Change in physical operating conditions

(7.45.9) Please explain

The published FY2025 Scope 1 and 2 emissions intensity was 0.172 tCO2e per square metre, compared with 0.168 tCO2e per square metre in FY2024. The floor-area denominator decreased from 666 109 to 600 083 metres squared.
[Add row]

(7.52) Provide any additional climate-related metrics relevant to your business.

Row 1

(7.52.1) Description

Select from:

☑ Waste

(7.52.2) Metric value

170

(7.52.3) Metric numerator

4434168 kg waste recovered for recycling

(7.52.4) Metric denominator (intensity metric only)

6365614 kg total general, medical and recycled was

(7.52.5) % change from previous year

0

(7.52.6) Direction of change

Select from:

☑ No change

(7.52.7) Please explain

The Clicks Group tracks the percentage of general, medical and recycled waste that is recovered for recycling. Medical waste is managed through specialised treatment rather than recycling. The recycling rate increased marginally from 69.61% in FY2024 to 69.66% in FY2025 and is reported as 70% when rounded to the nearest whole percentage.
[Add row]

(7.53) Did you have an emissions target that was active in the reporting year?

Select all that apply

☑ Absolute target

☑ Intensity target

(7.53.1) Provide details of your absolute emissions targets and progress made against those targets.

Row 1

(7.53.1.1) Target reference number

Select from:

☑ Abs 1

(7.53.1.2) Is this a science-based target?

Select from:

☑ Yes, we consider this a science-based target, but we have not committed to seek validation of this target by the Science Based Targets initiative within the next two years

(7.53.1.4) Target ambition

Select from:

☑ Well-below 2°C aligned

(7.53.1.5) Date target was set

09/30/2022

(7.53.1.6) Target coverage

Select from:

☑ Organization-wide

(7.53.1.7) Greenhouse gases covered by target

Select all that apply

☑ Carbon dioxide (CO2)

☑ Methane (CH4)

☑ Nitrous oxide (N2O)

☑ Hydrofluorocarbons (HFCs)

(7.53.1.8) Scopes

Select all that apply

☑ Scope 1

☑ Scope 2

(7.53.1.9) Scope 2 accounting method

Select from:

☑ Location-based

(7.53.1.11) End date of base year

08/31/2022

(7.53.1.12) Base year Scope 1 emissions covered by target (metric tons CO2e)

4087

(7.53.1.13) Base year Scope 2 emissions covered by target (metric tons CO2e)

110099

(7.53.1.31) Base year total Scope 3 emissions covered by target (metric tons CO2e)

0.000

(7.53.1.32) Total base year emissions covered by target in all selected Scopes (metric tons CO2e)

114186.000

(7.53.1.33) Base year Scope 1 emissions covered by target as % of total base year emissions in Scope 1

100

(7.53.1.34) Base year Scope 2 emissions covered by target as % of total base year emissions in Scope 2

100

(7.53.1.53) Base year emissions covered by target in all selected Scopes as % of total base year emissions in all selected Scopes

100

(7.53.1.54) End date of target

08/31/2030

(7.53.1.55) Targeted reduction from base year (%)

28.57

(7.53.1.56) Total emissions at end date of target covered by target in all selected Scopes (metric tons CO2e)

81563.060

(7.53.1.57) Scope 1 emissions in reporting year covered by target (metric tons CO2e)

4182

(7.53.1.58) Scope 2 emissions in reporting year covered by target (metric tons CO2e)

99032

(7.53.1.77) Total emissions in reporting year covered by target in all selected scopes (metric tons CO2e)

103214.000

(7.53.1.78) Land-related emissions covered by target

Select from:

☑ No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

(7.53.1.79) % of target achieved relative to base year

33.63

(7.53.1.80) Target status in reporting year

Select from:

☑ Underway

(7.53.1.82) Explain target coverage and identify any exclusions

Clicks has set an organisation-wide target to reduce absolute Scope 1 and location-based Scope 2 emissions by 28.57% by FY2030 from the FY2022 base year. This represents a linear reduction of 3.57% of base-year emissions annually and is self-assessed as well-below 2°C aligned. The target covers CO_2, CH_4, N_2O and HFC emissions within the Group's operational-control boundary and is measured on a financial-year basis. Clicks continues to improve Scope 3 measurement to inform future value-chain target setting.

(7.53.1.83) Target objective

The target establishes a well-below 2°C-aligned pathway for reducing Clicks' operational emissions and provides a measurable FY2030 milestone towards the Group's 2050 carbon-neutrality objective. It supports the Group's strategy by reducing reliance on carbon-intensive grid electricity and diesel, limiting exposure to energy-price increases and carbon-related costs, improving operational resilience and enabling continued business growth with lower absolute emissions.

(7.53.1.84) Plan for achieving target, and progress made to the end of the reporting year

Clicks plans to follow a linear reduction trajectory from 114186 tCO2e in FY2022 to approximately 81563 tCO2e in FY2030. By FY2025, covered emissions had decreased to 103214 tCO2e, representing an absolute reduction of 10972 tCO2e, or 9.6%, from the base year. This represents 33.6% of the reduction required to achieve the target. The delivery programme focuses on the Group's principal Scope 1 and Scope 2 sources. During FY2025, Clicks invested in an additional 1348 kWp of solar PV and lithium-battery capacity across the Montague Gardens, Mahogany Ridge and Centurion distribution centres. Group renewable electricity generation reached 5563 MWh. The energy-efficiency programme supplied 2608 LED fittings across 30 Clicks stores, with estimated annual electricity savings of 1426 MWh, supported by smart metering, automated lighting controls and efficient refrigeration and HVAC systems. Transport measures include the operation of 42 pharmaceutical-delivery EVs, the further rollout of 43 EVs, and the Transport Management System. Route optimisation reduced fleet travel by 385635 km in FY2025. Further actions include expanding solar and battery capacity at suitable facilities, assessing a renewable electricity PPA for the wider store network, completing the LED rollout, reducing stationary diesel use and improving refrigerant management. Progress is assessed annually against the externally verified GHG inventory and reviewed through quarterly Sustainability Forum oversight and board-level oversight by the social and ethics committee. Supporting metrics include absolute Scope 1 and Scope 2 emissions, renewable electricity generated, solar capacity installed, electricity consumption, diesel consumption, EV deployment and kilometres avoided through route optimisation.

(7.53.1.85) Target derived using a sectoral decarbonization approach

Select from:

☑ No

[Add row]

(7.53.2) Provide details of your emissions intensity targets and progress made against those targets.

Row 1

(7.53.2.1) Target reference number

Select from:

☑ Int 1

(7.53.2.2) Is this a science-based target?

Select from:

☑ No, but we are reporting another target that is science-based

(7.53.2.5) Date target was set

08/31/2022

(7.53.2.6) Target coverage

Select from:

☑ Organization-wide

(7.53.2.7) Greenhouse gases covered by target

Select all that apply

☑ Carbon dioxide (CO2)

☑ Methane (CH4)

☑ Nitrous oxide (N2O)

☑ Hydrofluorocarbons (HFCs)

(7.53.2.8) Scopes

Select all that apply

☑ Scope 1
☑ Scope 2

(7.53.2.9) Scope 2 accounting method

Select from:
☑ Location-based

(7.53.2.11) Intensity metric

Select from:
☑ Metric tons CO2e per square meter

(7.53.2.12) End date of base year

08/30/2015

(7.53.2.13) Intensity figure in base year for Scope 1

0.01

(7.53.2.14) Intensity figure in base year for Scope 2

0.18

(7.53.2.33) Intensity figure in base year for all selected Scopes

0.1900000000

(7.53.2.34) % of total base year emissions in Scope 1 covered by this Scope 1 intensity figure

100

(7.53.2.35) % of total base year emissions in Scope 2 covered by this Scope 2 intensity figure

100

(7.53.2.54) % of total base year emissions in all selected Scopes covered by this intensity figure

100

(7.53.2.55) End date of target

08/31/2030

(7.53.2.56) Targeted reduction from base year (%)

10

(7.53.2.57) Intensity figure at end date of target for all selected Scopes

0.1710000000

(7.53.2.58) % change anticipated in absolute Scope 1+2 emissions

10

(7.53.2.60) Intensity figure in reporting year for Scope 1

0.007

(7.53.2.61) Intensity figure in reporting year for Scope 2

0.165

(7.53.2.80) Intensity figure in reporting year for all selected Scopes

0.1720000000

(7.53.2.81) Land-related emissions covered by target

Select from:

☑ No, it does not cover any land-related emissions (e.g. non-FLAG SBT)

(7.53.2.82) % of target achieved relative to base year

94.74

(7.53.2.83) Target status in reporting year

Select from:

☑ Underway

(7.53.2.85) Explain target coverage and identify any exclusions

The target is a 10% reduction in organisation-wide Scope 1 and Scope 2 emissions intensity per square metre by FY2030 from the FY2015 base year. It applies to the Group's operational-control boundary and is measured on a financial-year basis. The same inventory exclusions disclosed for the FY2025 Scope 1 and Scope 2 footprint apply to the target boundary.

(7.53.2.86) Target objective

The Group's objective is to reduce the emissions intensity of its operational footprint while expanding access to healthcare and progressing towards carbon neutrality by 2050.

(7.53.2.87) Plan for achieving target, and progress made to the end of the reporting year

The FY2025 intensity was 0.172 tCO2e per square metre against the FY2030 target of 0.171 tCO2e per square metre, representing 95% of the required reduction from the FY2015 base. Progress is supported by onsite solar PV generation, LED-lighting and energy-efficiency measures, reduced stationary diesel consumption and fleet electrification. Clicks is assessing further solar and battery-storage opportunities to reach and maintain the target.

(7.53.2.88) Target derived using a sectoral decarbonization approach

Select from:

☑ No

[Add row]

(7.54) Did you have any other climate-related targets that were active in the reporting year?

Select all that apply

☑ Targets to increase or maintain low-carbon energy consumption or production

☑ Net-zero targets

(7.54.1) Provide details of your targets to increase or maintain low-carbon energy consumption or production.

Row 1

(7.54.1.1) Target reference number

Select from:

☑ Low 1

(7.54.1.2) Date target was set

08/31/2022

(7.54.1.3) Target coverage

Select from:

☑ Organization-wide

(7.54.1.4) Target type: energy carrier

Select from:

☑ Electricity

(7.54.1.5) Target type: activity

Select from:

☑ Production

(7.54.1.6) Target type: energy source

Select from:

☑ Renewable energy source(s) only

(7.54.1.7) End date of base year

08/30/2015

(7.54.1.8) Consumption or production of selected energy carrier in base year (MWh)

650

(7.54.1.9) % share of low-carbon or renewable energy in base year

0.65

(7.54.1.10) End date of target

08/30/2030

(7.54.1.11) % share of low-carbon or renewable energy at end date of target

10

(7.54.1.12) % share of low-carbon or renewable energy in reporting year

5

(7.54.1.13) % of target achieved relative to base year

46.52

(7.54.1.14) Target status in reporting year

Select from:
☑ Underway

(7.54.1.16) Is this target part of an emissions target?

Yes. Low 1 supports Abs 1 and Int 1 because increasing renewable electricity reduces the Group's exposure to grid-related Scope 2 emissions.

(7.54.1.17) Is this target part of an overarching initiative?

Select all that apply

☑ No, it's not part of an overarching initiative

(7.54.1.19) Explain target coverage and identify any exclusions

This organisation-wide renewable electricity production target covers Clicks Group's financial-year operations. In FY2025, the Group produced 5563 MWh of onsite renewable electricity, representing approximately 5% of purchased electricity plus onsite renewable generation. The target is to increase the renewable share to 10% by FY2030.

(7.54.1.20) Target objective

The target supports lower Scope 2 emissions, improved energy resilience and the Group's carbon-neutrality commitment for 2050.

(7.54.1.21) Plan for achieving target, and progress made to the end of the reporting year

Clicks generated 5563 MWh of onsite renewable electricity in FY2025 and achieved 46.52% of the required increase from the FY2015 base share to the FY2030 target. Solar photovoltaic systems operate at head office, UPD and distribution-centre sites. The Group is assessing further rooftop and ground-mounted solar opportunities and battery storage to increase renewable electricity supply and reduce exposure to grid emissions.
[Add row]

(7.54.3) Provide details of your net-zero target(s).

Row 1

(7.54.3.1) Target reference number

Select from:

☑ NZ1

(7.54.3.2) Date target was set

08/31/2022

(7.54.3.3) Target Coverage

Select from:

☑ Organization-wide

(7.54.3.4) Targets linked to this net zero target

Select all that apply

☑ Abs1

☑ Int1

☑ Low1

(7.54.3.5) End date of target for achieving net zero

08/31/2050

(7.54.3.6) Is this a science-based target?

Select from:

☑ Yes, we consider this a science-based target, but we have not committed to seek validation of this target by the Science Based Targets initiative within the next two years

(7.54.3.8) Scopes

Select all that apply

☑ Scope 1

☑ Scope 2

☑ Scope 3

(7.54.3.9) Greenhouse gases covered by target

Select all that apply

☑ Carbon dioxide (CO2)
☑ Methane (CH4)
☑ Nitrous oxide (N2O)
☑ Hydrofluorocarbons (HFCs)

(7.54.3.10) Explain target coverage and identify any exclusions

Clicks has an organisation-wide carbon-neutrality target for 2050 covering Scopes 1, 2 and 3. The target applies across all Group divisions within Clicks' operational control, with no divisions excluded. Clicks does not currently intend to seek validation of the target through the Science Based Targets initiative. The Group has, however, assessed its carbon-neutrality ambition against the objectives of the Paris Agreement and considers the long-term target to be aligned with the transition required to limit global temperature increase to well below 2°C.

(7.54.3.11) Target objective

Clicks Group's 2050 carbon-neutrality objective supports climate-risk management, energy resilience, operational efficiency and long-term business resilience while aligning the Group's transition with the goals of the Paris Agreement.

(7.54.3.12) Do you intend to neutralize any residual emissions with permanent carbon removals at the end of the target?

Select from:
☑ Unsure

(7.54.3.13) Do you plan to mitigate emissions beyond your value chain?

Select from:
☑ No, and we do not plan to within the next two years

(7.54.3.17) Target status in reporting year

Select from:
☑ Underway

(7.54.3.19) Process for reviewing target

Clicks reviews progress against its carbon-neutrality target annually, supported by quarterly Sustainability Forum oversight and board-level review through the social and ethics committee. The Group compares verified inventory results with interim targets, assesses project delivery and data quality, and refines its carbon-neutrality management plan and initiatives where required.
[Add row]

(7.55) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.

	Emissions reduction initiatives that were active within the reporting year
	Select from: ☑ Yes

[Fixed row]

(7.55.1) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.

Stage of development	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e
Under investigation	*0*	
To be implemented	*1*	*406*
Implementation commenced	*2*	*0*
Implemented	*3*	*2984*

Stage of development	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e
Not to be implemented	*0*	

[Fixed row]

(7.55.2) Provide details on the initiatives implemented in the reporting year in the table below.

Row 1

(7.55.2.1) Initiative category & Initiative type

Transportation

☑ Company fleet vehicle replacement

(7.55.2.2) Estimated annual CO_2e savings (metric tonnes CO2e)

1064

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 1

☑ Scope 3 category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in 1.2)

6600000

(7.55.2.6) Investment required (unit currency – as specified in 1.2)

61000000

(7.55.2.7) Payback period

Select from:
☑ 4-10 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:
☑ 16-20 years

(7.55.2.9) Comment

UPD placed 42 zero-tailpipe-emission pharmaceutical-delivery vehicles into operation in May 2025. The fleet travelled 751 636 km to the end of FY2025, avoiding 97712 litres of fuel and saving R2 200 000 during the four operating months. Based on the operating performance of UPD's existing 42-EV fleet, the additional 43 EVs are estimated to avoid approximately 300 115 litres of diesel annually. Applying the emission factors used in Clicks' FY2025 carbon footprint, this represents estimated annual savings of 877 tCO2e in Scope 1 mobile fuel combustion and 187 tCO2e in Scope 3 Category 3 diesel production, giving a combined gross saving of approximately 1 064 tCO2e. This assumes comparable vehicle utilisation, routes and emissions-saving performance.

Row 2

(7.55.2.1) Initiative category & Initiative type

Low-carbon energy generation
☑ Solar PV

(7.55.2.2) Estimated annual CO_2e savings (metric tonnes CO2e)

1692

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 2 (location-based)

☑ Scope 2 (market-based)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in 1.2)

3641742

(7.55.2.6) Investment required (unit currency – as specified in 1.2)

25000000

(7.55.2.7) Payback period

Select from:

☑ 4-10 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 6-10 years

(7.55.2.9) Comment

Solar photovoltaic systems at the three distribution centres generated 1 868 MWh in FY2025. Applying the South African grid factor gives an estimated annual saving of 1 692 tCO2e, while an average electricity tariff of R1.95/kWh gives an estimated annual monetary saving of R3 641 742.

Row 3

(7.55.2.1) Initiative category & Initiative type

Transportation

☑ Other transportation initiative, please specify :Transport Management System (TMS) to support centralised route planning, fleet tracking and optimisation of distribution activities.

(7.55.2.2) Estimated annual CO_2e savings (metric tonnes CO2e)

228

(7.55.2.3) Scope(s) or Scope 3 category(ies) where emissions savings occur

Select all that apply

☑ Scope 1

☑ Scope 3 category 3: Fuel-and-energy-related activities (not included in Scopes 1 or 2)

(7.55.2.4) Voluntary/Mandatory

Select from:

☑ Voluntary

(7.55.2.5) Annual monetary savings (unit currency – as specified in 1.2)

1285450

(7.55.2.6) Investment required (unit currency – as specified in 1.2)

1200000

(7.55.2.7) Payback period

Select from:

☑ 1-3 years

(7.55.2.8) Estimated lifetime of the initiative

Select from:

☑ 16-20 years

(7.55.2.9) Comment

In FY2025, fleet route optimisation across Clicks Group distribution operations reduced total distance travelled by approximately 385 635 km compared with the prior year. Using an indicative average fuel efficiency of 6 km/litre, this represents approximately 64 273 litres of diesel avoided. Applying the emission factors used in Clicks' verified FY2025 carbon footprint, the reduction generated estimated savings of 188 tCO2e in Scope 1 and 40 tCO2e in Scope 3 Category 3, giving a combined annual saving of approximately 228 tCO2e. At an average diesel price of R20/litre, the associated avoided fuel expenditure was approximately R1.29 million. The estimate excludes potential savings from reduced vehicle wear, maintenance, tyre replacement and other kilometre-dependent operating costs.
[Add row]

(7.55.3) What methods do you use to drive investment in emissions reduction activities?

Row 1

(7.55.3.1) Method

Select from:

☑ Dedicated budget for other emissions reduction activities

(7.55.3.2) Comment

Clicks allocates budget to emissions-reduction activities beyond energy efficiency, including waste-recycling infrastructure, lower-impact refrigerants, fleet electrification, route optimisation and circular packaging initiatives. These initiatives are prioritised through the Group's Carbon Neutrality Management Plan and funded through the relevant operating functions. Investment decisions consider the expected emissions contribution, operational feasibility and the ability to deliver measurable reductions or improved resource efficiency. Delivery is monitored by the responsible business units, with progress consolidated through the Sustainability Forum.

Row 2

(7.55.3.1) Method

Select from:

☑ Dedicated budget for energy efficiency

(7.55.3.2) Comment

Clicks allocates budget to energy-efficiency and renewable-energy projects, including LED lighting across the three distribution centres, electricity metering, lighting controls, onsite solar photovoltaic systems and battery storage. Funding supports both retrofits at existing sites and the specification of efficient technologies in new stores and facilities. Electricity invoices, metering and sub-metering data are used to identify high-consumption locations, verify performance and inform phased deployment.

Row 3

(7.55.3.1) Method

Select from:

☑ Employee engagement

(7.55.3.2) Comment

Clicks supports environmental awareness and behavioural change through internal communications and Sustainability Forum engagement. The forum brings together operational functions quarterly to review performance, data and priority initiatives and reinforces employee participation in the Group's environmental commitments. Its senior managers and internal sustainability champions coordinate implementation across retail stores, distribution centres, clinics and corporate offices. Site managers support this process by submitting consumption data and implementing operational actions, allowing performance issues and project opportunities to be escalated into business planning and investment decisions.

Row 4

(7.55.3.1) Method

Select from:

☑ Compliance with regulatory requirements/standards

(7.55.3.2) Comment

Clicks incorporates applicable environmental, building and energy-efficiency requirements into facility upgrades and new installations. Compliance considerations are integrated into project design, operational controls and the Group's environmental policy commitments. The Group monitors changes in relevant environmental regulation and disclosure expectations and incorporates identified requirements into project specifications and operating procedures. This helps direct expenditure towards compliant equipment, refrigerant management, waste controls and energy systems, while assigning accountability for implementation and monitoring.

Row 5

(7.55.3.1) Method

Select from:

☑ Financial optimization calculations

(7.55.3.2) Comment

Clicks evaluates capital cost, operating savings, useful life and project payback when prioritising emissions-reduction investments. Solar photovoltaic, battery-storage, logistics and fleet projects are assessed for their emissions contribution, operational resilience and financial return. Business cases compare the baseline cost and emissions profile with expected post-implementation performance, including avoided electricity or fuel costs and maintenance or continuity benefits where these can be quantified. This lifecycle assessment allows financial return, emissions abatement and resilience to be considered together and supports phased investment in projects with measurable operational and environmental outcomes.
[Add row]

(7.74) Do you classify any of your existing goods and/or services as low-carbon products?

Select from:

☑ Yes

(7.74.1) Provide details of your products and/or services that you classify as low-carbon products.

Row 1

(7.74.1.1) Level of aggregation

Select from:

☑ Product or service

(7.74.1.2) Taxonomy used to classify product(s) or service(s) as low-carbon

Select from:

☑ No taxonomy used to classify product(s) or service(s) as low carbon

(7.74.1.3) Type of product(s) or service(s)

Road

☑ Other road, please specify :Battery-electric pharmaceutical-delivery service

(7.74.1.4) Description of product(s) or service(s)

UPD provides lower-carbon pharmaceutical-delivery services through its owner-driver programme using 42 battery-electric Maxus eDeliver 3 panel vans. Each vehicle has a one-ton payload capacity, 6.5 m³ of refrigerated space and solar-powered refrigeration. The fleet operates in Gauteng and the Western Cape. Compared with an equivalent diesel-delivery service, the vehicles eliminate tailpipe emissions and reduce fossil-fuel consumption during operation. The fleet is projected to avoid 2.4 million litres of diesel and 6300 tCO2e over its operating life. UPD has also expanded its solar and charging infrastructure to support the fleet.

(7.74.1.5) Have you estimated the avoided emissions of this low-carbon product(s) or service(s)

Select from:

☑ Yes

(7.74.1.6) Methodology used to calculate avoided emissions

Select from:

☑ Other, please specify :Attributional use-stage comparison using measured fleet activity and an equivalent diesel pharmaceutical-delivery baseline

(7.74.1.7) Life cycle stage(s) covered for the low-carbon product(s) or services(s)

Select from:

☑ Use stage

(7.74.1.8) Functional unit used

10000 vehicle-kilometres of pharmaceutical-delivery service using a vehicle with approximately one-ton payload capacity and refrigerated cargo space

(7.74.1.9) Reference product/service or baseline scenario used

Provision of the same pharma-compliant refrigerated delivery service using a comparable Class 1 diesel van over the same distance, with the same payload, routes, utilisation and cold-chain requirements.

(7.74.1.10) Life cycle stage(s) covered for the reference product/service or baseline scenario

Select from:

☑ Use stage

(7.74.1.11) Estimated avoided emissions (metric tons CO2e per functional unit) compared to reference product/service or baseline scenario

3.8

(7.74.1.12) Explain your calculation of avoided emissions, including any assumptions

Clicks used an attributional, use-stage comparison. During FY2025, the 42-EV fleet travelled 751636 km and avoided 97712 litres of diesel. This represents 0.129999 litres/km, or approximately 1300 litres for the 10000 km functional unit. Applying the South African mobile diesel-combustion emission factor of 0.0029228286 tCO2e/litre results in avoided diesel emissions of 3.80 tCO2e per functional unit. The EVs are charged using onsite solar electricity, to which Clicks applies an operational emission factor of zero. The resulting net avoided operational emissions are therefore 3.80 tCO2e per functional unit. The calculation excludes vehicle manufacture, end-of-life emissions, upstream diesel-production emissions and the lifecycle emissions of solar infrastructure.

(7.74.1.13) Revenue generated from low-carbon product(s) or service(s) as % of total revenue in the reporting year

2.62
[Add row]

(7.79) Has your organization retired any project-based carbon credits within the reporting year?

Select from:

☑ No

C10. Environmental performance - Plastics

(10.1) Do you have plastics-related targets?

	Targets in place
	Select from: ☑ Yes

[Fixed row]

(10.1.1) Provide details of your plastics-related targets.

(10.1.1.1) Target reference number

Select from:

☑ Plastics target 1

(10.1.1.2) Target coverage

Select from:

☑ Business activity

(10.1.1.3) Category of target & quantitative metric

Plastic packaging

☑ Increase the proportion of plastic packaging that is recyclable in practice and at scale

(10.1.1.4) Date target was set

02/11/2025

(10.1.1.5) End date of base year

08/31/2025

(10.1.1.7) End date of target

08/31/2030

(10.1.1.8) Target year figure

100

(10.1.1.10) Target status in the reporting year

Select from:

☑ New

(10.1.1.12) Global environmental treaties/initiatives/frameworks aligned with or supported by this target

Global environmental treaty/initiative/framework

☑ Ellen MacArthur Foundation and UNEP Global Commitment

(10.1.1.13) Explain target coverage and identify any exclusions

The target covers packaging used or placed on the market by Clicks Group Private Label.

(10.1.1.15) Plan for achieving target, and progress made to the end of the reporting year

Once fully implemented, progress for this target will be monitored through the Group's sustainability governance processes and investment made towards the target will be tracked. The target will be pursued by embedding design-for-recyclability requirements in private-label product specifications, including increasing post-consumer recycled (PCR) content, removing problematic or unnecessary plastic components, and working with private-label suppliers and producer responsibility

organisations to improve packaging design and end-of-life outcomes. By the end of FY2025, PCR PET had been incorporated into packaging across selected private-label brands. Clicks had also removed plastic stems from lollipops, introduced paper-stem cotton buds, expanded plastic-free wipes and eliminated plastic windows from selected gift boxes. Progress against the 2030 target will be quantified once the private-label plastic-packaging mass inventory, recyclability assessment and baseline are complete.

(10.1.1.17) Further details of target

The target extends the Group's earlier commitments under the SA Plastics Pact and supports compliance with South Africa's extended producer responsibility requirements. The target applies only to plastic packaging used or placed on the market for Clicks Group Private Label products and is measured as the percentage of this in-scope portfolio that is recyclable. The target is 100% by 31 August 2030. Accordingly, it excludes third-party branded product packaging, plastic shopper and dispensary bags, operational and transport packaging, and packaging used by other Group brands unless included within the Clicks Group Private Label portfolio. The base-year and FY2025 proportions have not yet been established and will be confirmed through the private-label packaging mass inventory and packaging design assessment. However, the latest available SA Plastics Pact report reports that 80% of reported packaging as widely recyclable.
[Add row]

(10.2) Indicate whether your organization engages in the following activities.

Production/commercialization of plastic polymers (including plastic converters)

(10.2.1) Activity applies

Select from:
☑ No

(10.2.3) Please explain

Clicks does not produce plastic polymers.

Production/commercialization of durable plastic goods and/or components (including mixed materials)

(10.2.1) Activity applies

Select from:
☑ No

(10.2.3) Please explain

Clicks does not produce durable plastic goods.

Usage of durable plastics goods and/or components (including mixed materials)

(10.2.1) Activity applies

Select from:
☑ No

(10.2.3) Please explain

Clicks does not use durable plastic goods.

Production/commercialization of plastic packaging

(10.2.1) Activity applies

Select from:
☑ No

(10.2.3) Please explain

Clicks does not produce plastic packaging.

Usage of plastic packaging

(10.2.1) Activity applies

Select from:
☑ Yes

(10.2.2) Usage of plastic packaging

Select all that apply

☑ Production/commercialization of goods or products packaged in plastics

☑ Provision of services that use plastic packaging (e.g. food services)

(10.2.3) Please explain

Clicks places plastic shopping bags and other packaging into the market. Clicks also commercialises health, beauty and wellness goods and products packaged in plastics and provides pharmacy and fulfilment services that use plastic packaging, including dispensary bags and transport packaging.

Provision of waste management

(10.2.1) Activity applies

Select from:

☑ No

(10.2.3) Please explain

Clicks does not provide waste management services.

Other plastics-related activities not specified

(10.2.1) Activity applies

Select from:

☑ No

(10.2.3) Please explain

Clicks does not have any other plastic-related activity.
[Fixed row]

(10.5) Provide the total weight of plastic packaging sold and/or used and indicate the raw material content.

(10.5.1) Total weight during the reporting year (Metric tons)

7069

(10.5.2) Raw material content percentages available to report

Percentage available

☑ % virgin fossil-based content

☑ % post-consumer recycled content

(10.5.3) % virgin fossil-based content

92

(10.5.6) % post-consumer recycled content

8

(10.5.7) Breakdown of post-consumer recycled content available to report

Percentage not available

☑ None

(10.5.10) Certification of renewable and/or recycled content

Select from:

☑ No, we have not certified our renewable or recycled content

(10.5.12) Please explain

The latest SA Plastics Pact member report records 7069 tonnes of plastic packaging, including 578 tonnes of recycled content, equivalent to 8% of reported packaging. On the basis of the prior-year classification, 92% has been provisionally treated as virgin fossil-based content and 8% as post-consumer recycled content. Clicks Group is committed to sourcing materials, such as plastics, but as well as paper, responsibly to protect both the environment and the integrity of its product offerings. This includes prioritising sustainably sourced raw materials such as palm oil and wood-based inputs by aligning with globally recognised standards and

certifications (e.g. Roundtable on Sustainable Palm Oil) that that promote responsible sourcing and sustainable forest management. Circular design principles also influence the selection of point-of-sale materials. Where possible, recyclable and non-PVC substrates, recycled plastics and low-VOC inks are specified to reduce environmental impacts.
[Fixed row]

(10.5.1) Specify the packaging formats across your organization's packaging portfolio and their proportions.

(10.5.1.1) Packaging formats in packaging portfolio

Select from:
☑ PET bottles – transparent clear, light blue and transparent colored

Row 2

(10.5.1.1) Packaging formats in packaging portfolio

Select from:
☑ PET thermoforms

Row 3

(10.5.1.1) Packaging formats in packaging portfolio

Select from:
☑ PE rigids (incl. tubes)

Row 4

(10.5.1.1) Packaging formats in packaging portfolio

Select from:
☑ PP flexibles

Row 5

(10.5.1.1) Packaging formats in packaging portfolio

Select from:

☑ PP rigids

Row 6

(10.5.1.1) Packaging formats in packaging portfolio

Select from:

☑ PE flexibles (b2c)

[Add row]

(10.5.2) Is any of your packaging designed in compliance with design for recycling and/or composting guidelines?

(10.5.2.1) Is any of your packaging designed in compliance with design for recycling and/or composting guidelines?

Select from:

☑ Yes, recycling

(10.5.2.2) Select the design guidelines you are in compliance with

Design for recycling guidelines

☑ Local design for recycling guidelines

☑ Other design for recycling guidelines, please specify :Clicks private-label design-for-recyclability requirements aligned with the SA Plastics Pact, and designed for Earth recycling guidelines

(10.5.2.3) Provide more detail on the local/regional design for recycling guidelines

Design-for-recyclability requirements are applied to own-brand packaging. During the reporting year, recycled PET was introduced across selected private-label ranges and certain toiletries, while unnecessary plastic components, including plastic windows in gift boxes, plastic lollipop stems and plastic cotton-bud stems, were removed, replaced or reduced.

(10.5.2.5) % of packaging that is designed for recycling

80

(10.5.2.8) Please explain

Design-for-recyclability requirements are applied to own-brand packaging. During FY2025, post-consumer recycled PET was incorporated into packaging across selected private-label brands. Clicks also reduced problematic or unnecessary plastic by removing plastic stems from lollipops, introducing paper-stem cotton buds, expanding plastic-free wipes and eliminating plastic windows from selected gift boxes. These actions align with the SA Plastics Pact and South Africa's extended producer responsibility requirements.
[Fixed row]

(10.5.3) Indicate the reusability and recyclability of the plastic packaging you sold and/or used.

(10.5.3.1) Percentages available to report

Percentage available

☑ % recyclable in practice and at scale

(10.5.3.3) % of plastic packaging that is recyclable in practice and at scale

80

(10.5.3.4) Assessment tool for recyclability

Select all that apply

☑ Other, please specify :Internal packaging portfolio assessment using supplier packaging specifications and SA Plastics Pact/SAPRO national recycling-rate data.

(10.5.3.5) Please explain

The latest SA Plastics Pact member report records 7069 tonnes of plastic packaging, of which 80% was assessed as widely recyclable in South Africa, an improvement from 70% in 2023. The underlying assessment classified 80% as having adequate recyclability, 7% poor recyclability, 5% limited recyclability and 8% as

not recyclable. Remaining challenges include PVC rigid packaging; multilayer, PET, PP and PVC flexibles; PET bottles with PVC/PET shrink sleeves; and PET tubs and trays. A standalone reusability percentage was not reported.
[Fixed row]

(10.5.4) Provide the proportion of product delivered through reuse models.

(10.5.4.1) % total product delivered through reuse systems

Select from:
☑ None
[Fixed row]

(10.6) Provide the total weight of waste generated by the plastic you produce, commercialize, use and/or process and indicate the end-of-life management pathways.

Production, commercialization and/or use

(10.6.1) Total weight of plastic waste generated and/or managed (Metric tons)

7069

(10.6.5) End-of-life management pathways available to report

Select all that apply
☑ Recycling
☑ Landfill

(10.6.6) Tool used to determine the percentage of end-of-life pathway

Select all that apply
☑ Other, please specify :Internal waste-management records and waste-service-provider weight data

(10.6.8) % recycling

70

(10.6.12) % landfill

30

(10.6.16) Please explain

Clicks operates a comprehensive recycling programme across its distribution centres. Five industrial balers deployed across three distribution centres compact recyclable materials for collection and sale, generating revenue while supporting diversion from landfill. Across the broader supply chain, cardboard, paper and plastics are segregated for recovery through waste-service providers, and Clicks works with Polyco to support responsible packaging recycling. In FY2025, 70% of total operational waste was recycled or diverted from landfill. This is an all-material operational waste proxy rate and is not a plastic-specific end-of-life percentage. Plastic-specific waste weights and pathway percentages remain to be confirmed from disaggregated internal records and waste-service-provider data.
[Fixed row]

C11. Environmental performance - Biodiversity

(11.2) What actions has your organization taken in the reporting year to progress your biodiversity-related commitments?

(11.2.1) Actions taken in the reporting period to progress your biodiversity-related commitments

Select from:

☑ Yes, we are taking actions to progress our biodiversity-related commitments

(11.2.2) Type of action taken to progress biodiversity- related commitments

Select all that apply

☑ Other, please specify :In 2025, Clicks completed a Biodiversity Readiness Assessment with the Endangered Wildlife Trust, identifying key risks from land-use change, sourcing, packaging and product disposal to guide future action.

[Fixed row]

(11.3) Does your organization use biodiversity indicators to monitor performance across its activities?

	Does your organization use indicators to monitor biodiversity performance?
	Select from: ☑ No, we do not use indicators, but plan to within the next two years

[Fixed row]

(11.4) Does your organization have activities located in or near to areas important for biodiversity in the reporting year?

Legally protected areas

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

(11.4.2) Comment

Clicks' direct operational impact is considered unlikely to be significant because most stores, pharmacies, clinics, offices and distribution facilities are situated in existing urban or commercial locations. The Biodiversity Readiness Assessment also found that Clicks' more significant potential biodiversity impacts are likely to occur upstream through raw-material sourcing and downstream through product and packaging disposal. However, the assessment did not include a location-specific screening of operational or value-chain locations against this category of biodiversity-important area.

UNESCO World Heritage sites

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

(11.4.2) Comment

Clicks' direct operational impact is considered unlikely to be significant because most stores, pharmacies, clinics, offices and distribution facilities are situated in existing urban or commercial locations. The Biodiversity Readiness Assessment also found that Clicks' more significant potential biodiversity impacts are likely to occur upstream through raw-material sourcing and downstream through product and packaging disposal. However, the assessment did not include a location-specific screening of operational or value-chain locations against this category of biodiversity-important area.

UNESCO Man and the Biosphere Reserves

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

(11.4.2) Comment

Clicks' direct operational impact is considered unlikely to be significant because most stores, pharmacies, clinics, offices and distribution facilities are situated in existing urban or commercial locations. The Biodiversity Readiness Assessment also found that Clicks' more significant potential biodiversity impacts are likely to occur upstream through raw-material sourcing and downstream through product and packaging disposal. However, the assessment did not include a location-specific screening of operational or value-chain locations against this category of biodiversity-important area.

Ramsar sites

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

(11.4.2) Comment

Clicks' direct operational impact is considered unlikely to be significant because most stores, pharmacies, clinics, offices and distribution facilities are situated in existing urban or commercial locations. The Biodiversity Readiness Assessment also found that Clicks' more significant potential biodiversity impacts are likely to occur upstream through raw-material sourcing and downstream through product and packaging disposal. However, the assessment did not include a location-specific screening of operational or value-chain locations against this category of biodiversity-important area.

Key Biodiversity Areas

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

(11.4.2) Comment

Clicks' direct operational impact is considered unlikely to be significant because most stores, pharmacies, clinics, offices and distribution facilities are situated in existing urban or commercial locations. The Biodiversity Readiness Assessment also found that Clicks' more significant potential biodiversity impacts are likely to occur upstream through raw-material sourcing and downstream through product and packaging disposal. However, the assessment did not include a location-specific screening of operational or value-chain locations against this category of biodiversity-important area.

Other areas important for biodiversity

(11.4.1) Indicate whether any of your organization's activities are located in or near to this type of area important for biodiversity

Select from:

☑ Not assessed

(11.4.2) Comment

Clicks' direct operational impact is considered unlikely to be significant because most stores, pharmacies, clinics, offices and distribution facilities are situated in existing urban or commercial locations. The Biodiversity Readiness Assessment also found that Clicks' more significant potential biodiversity impacts are likely to occur upstream through raw-material sourcing and downstream through product and packaging disposal. However, the assessment did not include a location-specific screening of operational or value-chain locations against this category of biodiversity-important area.
[Fixed row]

C13. Further information & sign off

(13.1) Indicate if any environmental information included in your CDP response (not already reported in 7.9.1/2/3, 8.9.1/2/3/4, and 9.3.2) is verified and/or assured by a third party?

	Other environmental information included in your CDP response is verified and/or assured by a third party
	Select from: ☑ Yes

[Fixed row]

(13.1.1) Which data points within your CDP response are verified and/or assured by a third party, and which standards were used?

Row 1

(13.1.1.1) Environmental issue for which data has been verified and/or assured

Select all that apply

☑ Climate change

(13.1.1.2) Disclosure module and data verified and/or assured

Environmental performance – Climate change

☑ Waste data

☑ Fuel consumption

☑ Methane emissions

☑ Electricity/Steam/Heat/Cooling generation

☑ Electricity/Steam/Heat/Cooling consumption

☑ Renewable Electricity/Steam/Heat/Cooling generation

☑ Base year emissions
☑ Emissions breakdown by business division
☑ Renewable Electricity/Steam/Heat/Cooling consumption

(13.1.1.3) Verification/assurance standard

General standards
☑ ISO 14064-3

(13.1.1.4) Further details of the third-party verification/assurance process

The Carbon Report performed limited-assurance verification of Clicks Group Limited's FY2025 corporate greenhouse gas inventory under ISO 14064-3:2019, using the WBCSD/WRI GHG Protocol Corporate Standard and Scope 2 Guidance as the verification criteria. The engagement covered the operational-control consolidation approach, organisational and operational boundaries, reporting period, base-year scenario, GHG sources, activity data, calculations, controls and the reported GHG statement, using a 5% materiality threshold. The verified inventory includes Scope 1 fuel combustion and refrigerants; Scope 2 purchased electricity; on-site renewable electricity generation and consumption; and reported Scope 3 categories for water supply, fuel- and energy-related activities, upstream transport and distribution, waste, business travel and employee commuting.

(13.1.1.5) Attach verification/assurance evidence/report (optional)

Clicks Group Limited_FY25_GHG_Verification_Report_v1_2025-10-30.pdf
[Add row]

(13.2) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.

(13.2.1) Additional information

Clicks Group continues to strengthen its environmental strategy beyond the FY2025 reporting period covered by this CDP response. In September 2026, Clicks announced the next phase of its logistics decarbonisation programme, including the procurement of 30 heavy-duty electric trucks for deployment across its Cape Town and Centurion distribution centres. The Montague Gardens distribution centre is expected to become the first retail distribution centre in Africa to operate a fully electric truck fleet. Clicks has invested more than R65 million in solar photovoltaic generation, battery energy storage and charging infrastructure to support the transition. The 30 trucks are expected to avoid approximately 780,000 litres of diesel and around 2,000 tonnes of tailpipe CO_2 emissions annually, while delivering estimated annual fuel savings of R20–R25 million and maintenance savings of R2–R3 million. Clicks expects to have 68 electric trucks operating by the end of 2027

and is targeting more than 90% electrification of its truck fleet by September 2028. The supporting Transport Management System provides route optimisation, fleet visibility, charging coordination and vehicle-performance monitoring. This investment builds on the Group's existing UPD fleet-electrification programme. Clicks is also continuing to strengthen its environmental data and management approach beyond climate change, including improved plastics reporting and biodiversity assessment. The Group completed a Biodiversity Readiness Assessment in 2025 and is progressing improved data collection and governance to support future biodiversity-related monitoring and target-setting.
[Fixed row]

(13.3) Provide the following information for the person that has signed off (approved) your CDP response.

(13.3.1) Job title

Chief Executive Office

(13.3.2) Corresponding job category

Select from:
☑ Chief Executive Officer (CEO)
[Fixed row]