CLICKS GROUP LIMITED

Supplier ESG Assessment Report: Clicks Private Label

Background

The group is committed to providing affordable, high-quality and accessible healthcare. This commitment is embedded within its strategic priorities and serves as a foundation for its sustainability roadmap. The group's sustainability framework provides direction for responsible sourcing practices and supports the procurement of products that are aligned with the integrity, values and reputation of its brands. In this regard, products with recognised sustainability credentials are prioritised and actively promoted.

A fundamental element of the group's sustainability strategy is the evaluation of supplier environmental, social and governance (ESG) performance. This process helps ensure that suppliers operate in accordance with the principles of ethical business conduct, environmental stewardship and social responsibility, as articulated in the UN Global Compact. Through the systematic assessment of supplier ESG performance the group enhances supply chain transparency, strengthens responsible procurement practices and demonstrates accountability for its sustainability commitments across the value chain.

Objective

The group conducted an ESG assessment of its suppliers to strengthen sustainability collaboration across its value chain. The initiative forms part of the group's efforts to embed ESG considerations across its value chain and supplier management practices, enabling the proactive identification and mitigation of sustainability-related risks while supporting long-term value creation. To establish a baseline understanding of supplier performance, a desktop ESG assessment was distributed to 173 suppliers across the group's supply chain, a slight improvement from the last assessment (2024: 150).

Assessment of completed supplier scorecards | 2026

Suppliers invited	Completed assessments	Response rate	ESG adoption
173	95	54.9%	72.5%
(2024: 150)	(2024: 41)	(2024: 27.0%)	

Executive summary

The group conducted its biannual supplier ESG assessment to strengthen sustainability collaboration across the value chain and to support the integration of ESG considerations into supplier management practices. The assessment enables the group to better understand supplier performance, identify areas for improvement and promote alignment with its sustainability objectives.

In 2026, 173 suppliers were invited to participate in the assessment, of which 95 responded, representing a response rate of 54.9%. Overall adoption across assessed ESG metrics averaged 72.5%, indicating a moderate level of ESG maturity among participating suppliers.

Responsible Sourcing remained the strongest-performing area, achieving an adoption rate of 92.6%, with 98.9% of responding suppliers reporting compliance with the prevention of modern slavery and human trafficking requirements. Social and Management practices also demonstrated strong performance, with adoption rates of 82.5% each.

Environmental Management represented the greatest opportunity for improvement, with an adoption rate of 44.5%. Reporting on greenhouse gas (GHG) emissions remains limited, with 29.3% of suppliers disclosing Scope 1 and Scope 2 emissions and 21.7% reporting Scope 3 emissions. In addition, 35.3% of suppliers reported holding ISO14001 or equivalent environmental management certification.

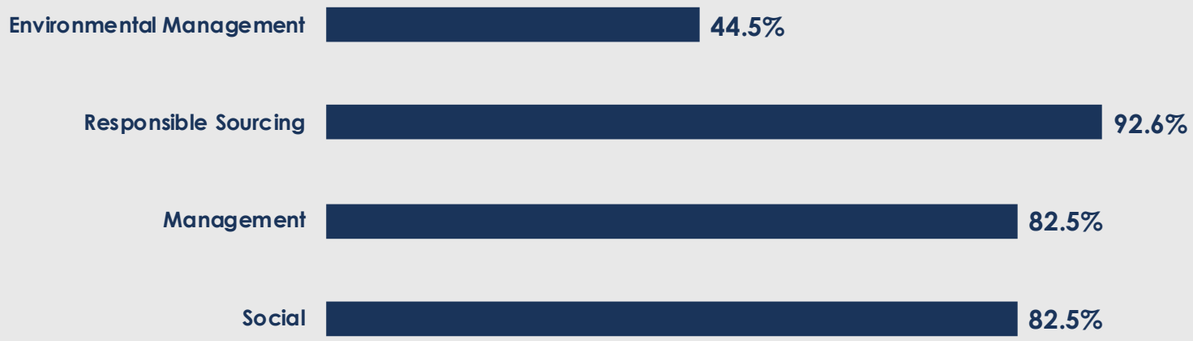
Based on the assessment results, 55.8% of suppliers were classified as Leading or Established, while 21.1% were identified as Priority suppliers. The group will continue to engage suppliers to improve participation rates, enhance ESG disclosure, strengthen environmental management practices and support continuous improvement across the supply chain.

Metrics tracked

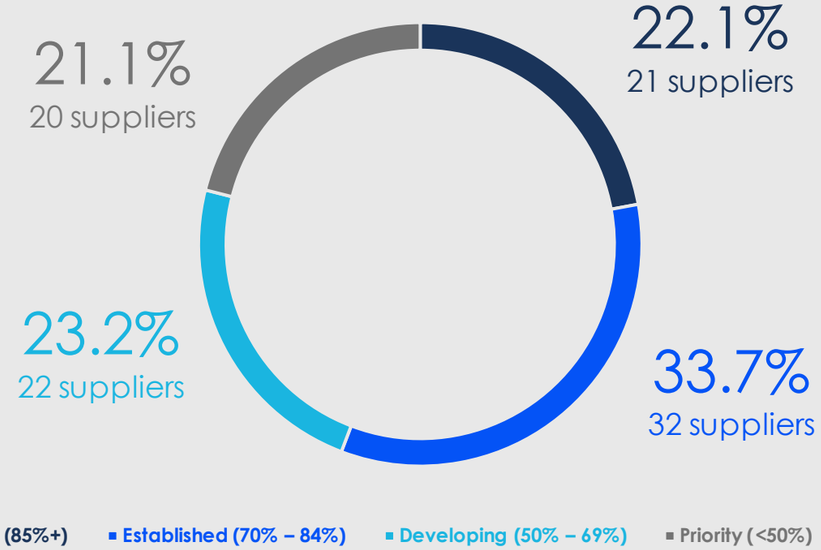
Domain	Metrics tracked	Yes	No	No response	Adoption	Priority
Social	Supplier has undergone ethical/social compliance audits (e.g. Sedex/SMETA, BSCI, AMFORI, SA8000, WRAP)	62	29	4	**68.1%**	Medium
Social	Supplier has a Diversity, Equity and Inclusion Policy in place	70	19	6	**78.7%**	Maintain
Social	Supplier provides employee training on labour rights, health and safety	87	5	3	**94.6%**	Maintain
Social	Supplier engages with community or social development initiatives (e.g. donations, bursaries, feeding schemes)	72	18	5	**80.0%**	Maintain
Social	Supplier prioritises local sourcing or supports local enterprise development	84	8	3	**91.3%**	Maintain
Social	Supplier has developed a Supplier Code of Conduct which extends to its own suppliers	72	16	7	**81.8%**	Maintain
Management	Supplier has an individual in senior management that is assigned formal responsibility for sustainability (environment, communities, etc.) in their job description	76	14	5	**84.4%**	Maintain
Management	Supplier has implemented a sustainability strategy/plan/system	70	17	8	**80.5%**	Maintain
Responsible Sourcing	Supplier has a Responsible Procurement Policy or Strategy in place that sets out minimum sustainable and ethical sourcing requirements for raw materials and/or suppliers	79	10	6	**88.8%**	Maintain
Responsible Sourcing	Supplier complies with all applicable laws and international principles related to the prevention of modern slavery (child and forced labour, and debt bondage) and human trafficking, and demonstrate practices to prevent such activities within its operations	91	1	3	**98.9%**	Maintain
Responsible Sourcing	Supplier ensures that their supply chain has no associations with regions prone to issues of modern slavery such as child and forced labour, debt bondage and human trafficking	89	3	3	**96.7%**	Maintain
Responsible Sourcing	Supplier has relevant certifications for responsibly sourced products	79	13	3	**85.9%**	Maintain
Environmental Management	Supplier has a formal target to reduce their carbon footprint in place	46	43	6	**51.7%**	Medium
Environmental Management	Supplier has invested in renewable energy or energy efficiency	58	32	5	**64.4%**	Medium
Environmental Management	Supplier has a Water Management Plan/Strategy in place	54	34	7	**61.4%**	Medium
Environmental Management	Supplier is ISO14001 certified or holds other related certification/s	30	55	10	**35.3%**	High
Environmental Management	Supplier tracks and reports Scope 1 and Scope 2 emissions	24	58	13	**29.3%**	High
Environmental Management	Supplier tracks and reports Scope 3 emissions	18	65	12	**21.7%**	High

Insights

ESG adoption by domain



Supplier maturity distribution



Key findings

1. Participation limits assurance: 95 of 173 invited suppliers responded (54.9%); 78 suppliers remain outside the assessed population.
2. Environmental data is the critical gap: Scope 3 reporting is 21.7%, Scope 1 and Scope 2 reporting 29.3%, and ISO14001 or related certification 35.3% of answered responses.
3. Responsible sourcing is well established: domain adoption is 92.6%, including 98.9% compliance with the prevention of modern slavery and human trafficking requirements.
4. Social controls are comparatively mature: adoption is 82.5%; the largest social gap is independent ethical or social compliance auditing at 68.1%.
5. Evidence quality requires follow-up: 109 metric cells are unanswered across 25 suppliers and should be closed before ratings are relied upon.

Assessment basis: 18 binary metrics from the SUSTAINABILITY scorecard. Adoption = Yes ÷ (Yes + No). Evidence completeness = answered ÷ all possible responses. Supplier maturity = Yes ÷ 18, so blanks are treated as not evidenced. Results are self-reported and have not been independently assured.

Benchmark structure: Clicks Group Supplier ESG Assessment Report 2024.