Dr. Max sustainability statement 2025



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Letter from the CEO

Dear reader,

Over the past year, we further integrated sustainability into the core of our operations and decision-making. A key milestone was the approval of our first Group-wide ESG strategy, setting a clear direction for how we address sustainability priorities, manage the impacts, risks and opportunities relevant to our business, and create long-term value.

Building on our double materiality assessment, we improved the quality, consistency, and coverage of ESG data across our markets. We refined our Scope 1 & 2 calculations and expanded Scope 3 coverage, allowing us to identify key emission drivers. We are also working on the Group's first Climate Transition Framework, which will outline initial considerations related to decarbonisation and provide a structured overview for potential transition pathways.

Our people remain at the heart of everything we do. In 2025, we continued fostering an inclusive, safe, and engaging workplace for our approximately 24,000 employees. We expanded learning and development opportunities and supported diversity and equal opportunity to reflect the evolving needs of our workforce. Beyond our organization, our pharmacies played an essential role in supporting public health, improving access to medicines, and delivering trusted advice both in-store and through our growing digital channels.



Letter from the CEO

In governance, approximately 95% of our suppliers underwent an initial assessment as part of our supplier due diligence process. While progress is ongoing, will continue collaborating with our partners to raise standards across our supply chain. Through our corporate philanthropy initiatives, we are proud to say that we donated more than €4m to causes and activities that supported local communities, nature and other stakeholders.

„2025 was a decisive step forward – we integrated sustainability deeper into how we operate and decide, grounded in care and accountability."

Looking ahead, 2026 will be another important year in preparation for our full compliance with CSRD and other evolving ESG regulations. We will continue implementing our ESG strategy, we will set clear and measurable climate targets and enhance the capabilities and integration of our sustainability function further. Our ambition is clear: to build a more sustainable, accountable, & future-ready organisation that delivers long-term value for our customers, employees, partners, and society

Sincerely,

Leonardo Ferrandino, President and CEO

Letter from the Dr. Max ESG team

Advancing sustainable healthcare

At Dr.Max, our purpose is to help people lead healthier lives by making healthcare **accessible, affordable and delivered with the highest standards of professional care and customer service**. Sustainability is a natural extension of this mission, helping us create long-term value for our customers, employees, communities and the environment.

In 2025, we strengthened our ESG foundations by approving our first Group ESG Strategy, expanding the scope and quality of our data and improving our understanding of environmental and social impacts across the Group.

As a leading pharmacy and healthcare platform, we recognise our responsibility extends beyond our own operations. Whether improving access to healthcare, maintaining affordability, supporting our people, reducing environmental impacts or promoting responsible practices across our value chain, we strive to create a positive and lasting impact in the communities we serve.

While we are proud of the progress achieved so far, we recognise that sustainability is a continuous journey. We remain committed to transparency, accountability and continuous improvement as we work towards a healthier future for people, communities and the planet.

Dr. Max ESG Team

2025 at glance

1st
Pharmacy in CEE



2nd
Pharmacy in Europe

18
Countries

~3,200
▲ 64% y-o-y
Pharmacies

~15.3m
▲ 10% y-o-y
Transactions processed by Dr. Max e-shop

55% ▼ 5 pp y-o-y
Online customers collected their orders in-store

~700m ▲ 64% y-o-y
Items sold in pharmacies

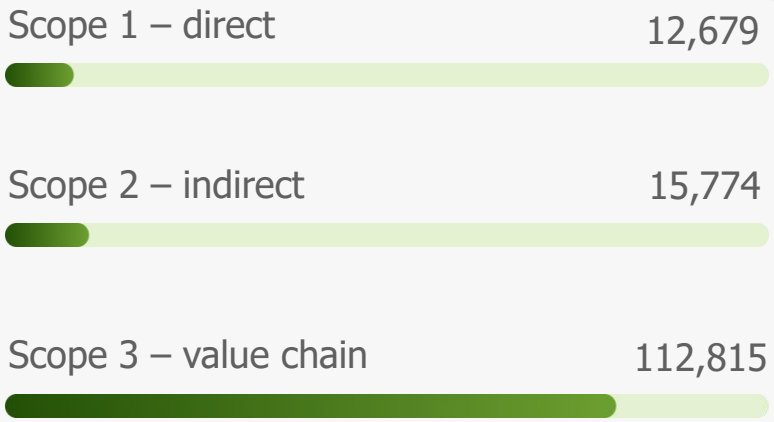
~600k ▲ 7% y-o-y
Daily customer interactions

~€4m ▲ 54% y-o-y
Donated to philanthropic activities

~ €442k ▲ 41% y-o-y
Pharmacists' professional membership investment

GHG Emissions by scope, tCO2e

Measuring honestly, before we promise



Total reported emissions rose by 59.7% to **141,268 tCO_2e** – largely because Scope 3 coverage was expanded substantially, capturing emissions that were previously unmeasured or located in Scope 2.
Broader measurement, not slower progress.
Quantitative reduction targets will be set next.

Workforce 2025



A workforce that reflects the care we sell

Care at the core

Our second sustainability statement

This is our **second public sustainability statement**, covering the 2025 reporting period. It is a condensed, voluntary summary of our internal sustainability report, which has been prepared in accordance with the draft **European Sustainability Reporting Standards** (ESRS) on a consolidated basis for the Group and our subsidiaries. It is part of our readiness programme for full reporting in alignment with the Corporate Sustainability Reporting Directive (CSRD) and does not yet constitute a CSRD-compliant sustainability statement. We aim to ensure that our sustainability journey is clear, transparent, and easy to follow for everyone – from partners and employees to customers and the wider public.

At the heart of this lies our **commitment to care** – for our people, our patients, and the planet. Every data point and decision shared here reflects our dedication to acting responsibly and creating lasting value for the communities we serve. This statement is not just about compliance; it is about embedding care into the way we operate and grow.

Building on last year's inaugural public sustainability statement, this second report enables us to compare performance across years for the first time. It also reflects an **expanded scope**, incorporating additional branches and a broader range of emission categories compared to the previous year. Inside, you will find a snapshot of our ESG performance and our progress.

About Dr. Max group

Dr. Max Group Holdings Plc fully owns **Pharmax Holdings Limited** and forms part of **Penta Investments Group Limited** – a European investment group with a strong presence in healthcare since **2002**.

Dr. Max Group employs approx. 24,000 employees and operate in 18 European countries with our largest markets in the Czech Republic, Romania, Slovakia, Poland, Italy, and Serbia. In 2025, we reached total consolidated revenues of **€6.3 billion**, an increase by 15% vs. 2024, reflecting continued business growth across markets**.**

Dr. Max Group corporate structure

PHARMAX HOLDING LIMITED
Holding

Group HQ
Czech Republic
- **Dr. Max BDC s.r.o.** Trademarks Holder
- **Baramoore International s.r.o.** FinCo
- **Dr. Max Pharma s.r.o.** Own Label Sourcing
- **Gemax Pharma s.r.o.** Licence Holder
- **Altofarm s.r.o.** Retail
- **Medreg s.r.o.** Licence Holder

Romania
- **Dr. Max Srl** Retail, Wholesale

Italy
- **Lidea SpA** Retail, Wholesale

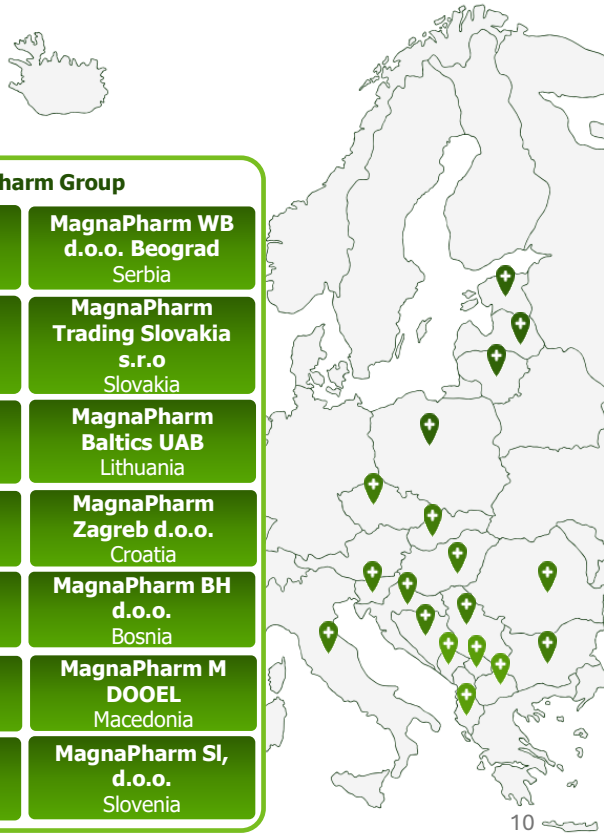
Serbia
- **AsterFarm d.o.o. Beograd** Retail, Wholsale

Poland
- **BRL CENTER POLSKA Sp. z o.o.** Retail
- **Dr. Max Sp. z o.o.** Retail, Wholesale

Slovakia
- **Dr.Max Holding SK, a.s.** Retail, Wholesale

Czech Republic
- **ČESKÁ LÉKÁRNA HOLDING, a.s.** Retail
- **ViaPharma s.r.o.** Wholesale

MagnaPharm Group
- **MagnaPharm Holdings Limited** Cyprus
- **MagnaPharm WB d.o.o. Beograd** Serbia
- **MagnaPharm Marketing & Sales Services SRL** Romania
- **MagnaPharm Trading Slovakia s.r.o** Slovakia
- **MagnaPharm Bulgaria EAD** Bulgaria
- **MagnaPharm Baltics UAB** Lithuania
- **MagnaPharm Hungary kft** Hungary
- **MagnaPharm Zagreb d.o.o.** Croatia
- **MagnaPharm Poland Sp. Z.o.o.** Poland
- **MagnaPharm BH d.o.o.** Bosnia
- **MagnaPharm CZ s.r.o.** Czech Republic
- **MagnaPharm M DOOEL** Macedonia
- **MagnaPharm SK s.r.o.** Slovakia
- **MagnaPharm Sl, d.o.o.** Slovenia



Note: Following subsidiary has been excluded from this year's scope and is planned to be included in the future reports: MagnaPharm Trading Slovakia, s.r.o. (Slovakia).

Strategy and business model

Business strategy

We primarily operate in the **omnichannel retail pharmacy sector**. The core of our business is the operation of **brick-and-mortar** pharmacies – particularly relevant in terms of ensuring access to healthcare and dispensing of medicinal products, **e-commerce**, and **click & collect**. Crucial is direct interaction with our customers and patients, and provision of preventive healthcare and community health services – including expert advice, preventive care and early-stage health support. Special importance has also our engagement in the **development and sale of private label products.**

Furthermore, we operate **wholesale distribution centres** and provide integrated services related to the import, distribution, market access, marketing, medical promotion and regulatory support of pharmaceutical products. Wholesale ensure our customer service level: having the right produdct, in the right quantity at the right place at the right time.

Vision, mission, and values

Vision

To be the first-choice pharmacy for clients and for employees.

Mission

To be a leader in the pharmaceutical industry by being the most accessible pharmacy in every meaning of the word.

Dr. Max Manifesto



Key products, markets, and customers

At Dr. Max, our business is built around delivering high-quality, accessible healthcare – through a broad range of products and services.

Pharmacy brick-and-mortar retail & e-commerce

Dr. Max is an omnichannel pharmacy chain in Central and Eastern Europe, with approx. 3,200 pharmacies across 6 countries (Czech Republic, Romania, Poland, Slovakia, Serbia, Italy) and active e-shops in 5 countries (Czech Republic, Slovakia, Poland, Romania, and Italy). In 2025, we served nearly 219 million customers and sold more than 730 million items, making us the second-largest pharmacy chain in Europe.

Product and service ranges we offer

- Prescription medicines (Rx)
- Generics (Gx)
- Over the counter (OTC) medicines
- Primary, preventive healthcare services
- Custom medicines both in-store and at our three modern laboratories in Prague, Ostrava, and Brno
- Private label (Dr. Max brand) products developed by Dr. Max
- Medical devices
- Personalized, trusted, professional pharmaceutical advice
- Vitamins, minerals and food supplements
- Cosmetics and daily health essentials
- Reservations and click & collect

Key products, markets, and customers

Core categories

Medicinal & healthcare products

Innovative new prescription medicines (Rx), price effective generics (Gx), over the counter (OTC) non-prescription, supplements, parapharmaceuticals and variety of other items (cosmetics, nutrition, everyday consumer goods).

In Serbia, we have a Galenic production of cosmetic products.

Dr. Max brand products

Since 2011, we've been developing high-quality, affordable products under the Dr. Max brand.

Our portfolio includes more than 1,400 items across dietary supplements, cosmetics, medical devices, and medicines.

Laboratory production

About two-thirds of our central laboratory production goes directly to our own pharmacies.

The rest is supplied to independent pharmacies, eye clinics, veterinarians, and hospitals – expanding access to tailored, high-quality pharmaceutical products.

Primary, preventive healthcare services

With preventive care services, the pharmacists' role goes beyond dispensing of medicines. With various screenings, we contribute to identifying potential health risks earlier and contribute to improved healthcare across communities we serve.



Key products, markets, and customers

Wholesale

We operate a strong wholesale network to deliver medicines and health products quickly and efficiently. Key hubs are in the Czech Republic, Romania, Slovakia, and also in Italy, Poland, and Serbia. Wholesale logistic functions is a vital part to ensure customer service levels by ensuring product availability to our customer. We work with multiple distributors in each market to ensure broad and reliable access.

Sales & Marketing

MagnaPharm is a pharmaceutical commercial service provider in Central and Eastern Europe (CEE) for multinational drug companies that choose to outsource mature brands or lack a direct regional affiliate offering the following Core Services

- **Market Access:** Navigates local rules and regulations to launch products.
- **Import & Distribution:** Manages supply chains across CEE territories.
- **Marketing & Sales:** Promotes established pharmaceutical and consumer healthcare brands.
- **Regulatory Affairs:** Maintains compliance and licensing for partner portfolios

ESG strategy

An integral part of our overall strategy is the ESG strategy, which is following a pragmatic approach of people, planet, and profit. It is built around our most material sustainability topics. It provides a structured framework for managing sustainability-related **impacts, risks, and opportunities**. It helps drive continuous improvement in ESG performance, supports effective risk management, and contributes to sustainable value creation. Built around our most material topics and guided by our CARE values, the ESG strategy keeps healthcare affordable and accessible while strengthening the Group's long-term resilience.

The strategy is built on three key pillars

Dr.Max ESG strategy

Built on Double Materiality Assessment

Pragmatic, actionable framework, focused on **People, Planet, Profit**

Sustainable & responsible procurement

- Products & suppliers, to **minimize negative impacts** on society and the environment
- Reducing **packaging**, avoiding **harmful substances**, cutting **waste** across supply chain

Consumer safety & wellbeing

- **Safe and reliable access** to essential health products
- **Responsible marketing** & customer education
- Proper **handling and disposal** of medical waste

Business ethics & diversity

- Strong **ethical standards**, with **zero tolerance** for corruption and bribery
- **Integrity, transparency**, and **equal opportunities**
- **Ethical values** in decision-making at every level

How we manage sustainability

A complex, Group-wide process was launched in 2024 to ensure sound management of risks relating to sustainability strategy, reporting, including strategic direction, data integrity and completeness, accuracy of estimations, and availability of information from the value chain.

Roles and responsibilities

The ESG team is responsible for the oversight of ESG impacts, risks and opportunities and the management of the ESG strategy.

It is sponsored from the Group Executive Board which is setting the tone from the top. The sustainability component forms part of the overall bonus structure and is assessed alongside financial and operational performance.

Coordination of the ESG project is run by Head of Compensation and Benefits & ESG and Group ESG Specialist.



Skills and expertise

The ESG function has been strengthened through the recruitment of a dedicated full-time ESG professional, enabling to build stronger internal sustainability capabilities and reducing the dependence on external experts.

Coordination of ESG activities is supported through streamlined communication with local entities, group-wide guidance, dedicated training activities, and annual in-person alignment meeting focused on reporting requirements and methodology.

Our value chain: for the best health outcome of our customers, minimizing externalities

From sourcing to customers and beyond

We operate a worldwide value chain connecting pharmaceutical manufacturers, suppliers, healthcare providers and patients. Across every stage, we aim to improve health outcomes through safe, effective, innovative and affordable healthcare products and services.

01 Sourcing phase

We source innovative medicines, generics, OTC products, medical devices, food supplements, cosmetics and healthcare products from leading pharmaceutical manufacturers and trusted suppliers. Partners also provide packaging, logistics and other services. Quality, safety, availability, affordability and responsible sourcing guide our procurement decisions.

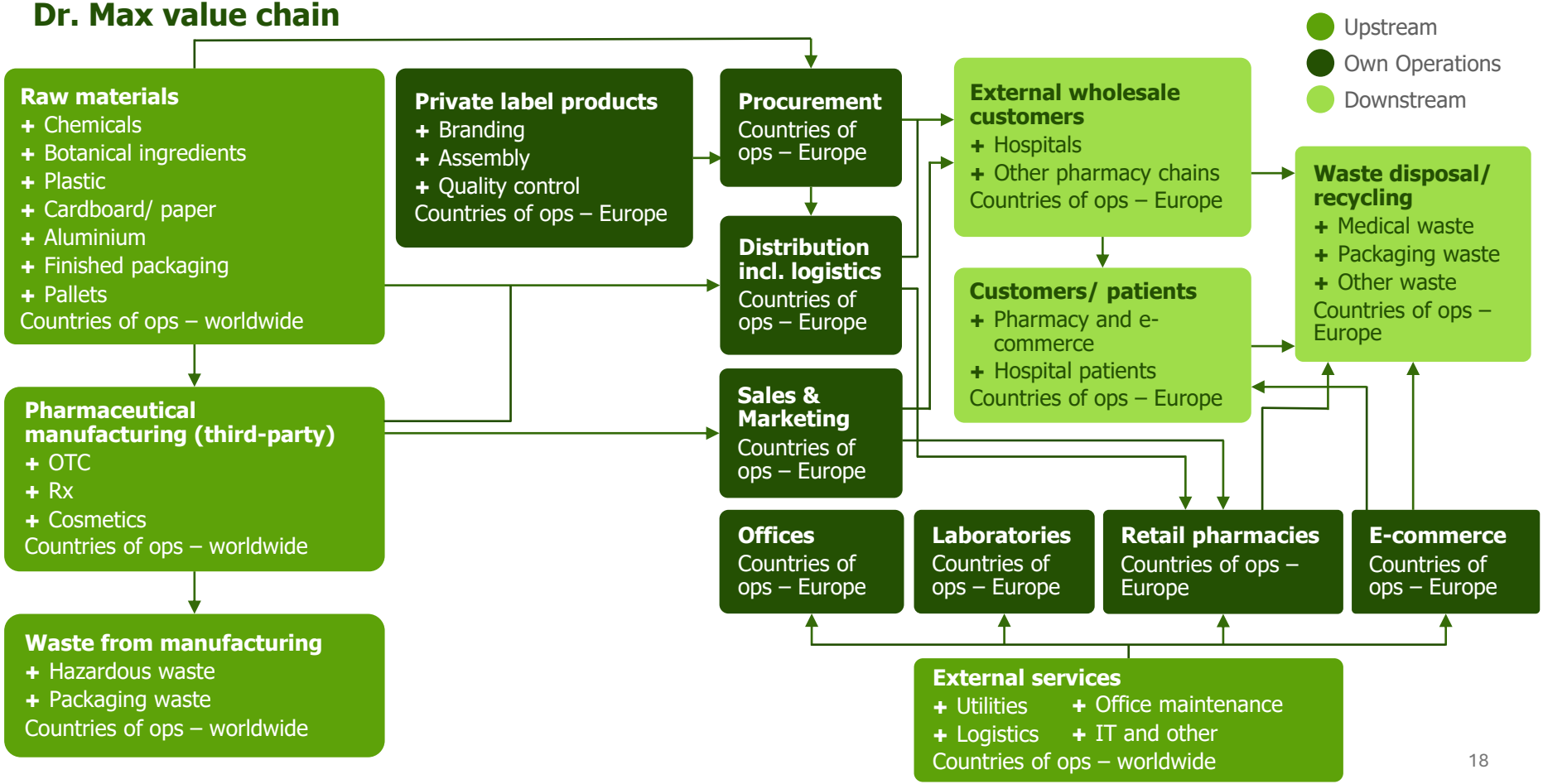
02 Own operations

Our operations include wholesale distribution, logistics, retail pharmacies, e-commerce, Click & Collect, Dr. Max brand product development, laboratory preparation, marketing and regulatory support. Together, these capabilities help ensure the right products are available in the right place and at the right time while supporting accessible healthcare.

03 Distribution, sales, end of life

Through our omnichannel pharmacy network, wholesale businesses, and distribution partners, we provide prescription medicines, generics and healthcare products to customers, patients, pharmacies, and healthcare providers. Pharmacists support access with professional advice and preventive healthcare services. End-of-life activities include returns, recalls and the regulated collection, disposal and recycling of medicines and packaging.

Dr. Max value chain



Statement on due diligence

Our sustainability due diligence process informs the identification and assessment of material impacts, risks and opportunities across our operations and value chain. In line with evolving regulatory requirements, including the Corporate Sustainability Due Diligence Directive (CSDDD), we continue to strengthen our due diligence framework through supplier screening, ESG questionnaires and risk-based assessments. As of the reporting date, approximately 95% of suppliers had undergone an initial assessment.

We are also developing a Supplier Code of Conduct that will establish minimum standards for suppliers and their subcontractors, aligned with internationally recognised frameworks, including the OECD Guidelines for Multinational Enterprises, the UN Guiding Principles on Business and Human Rights, and the ILO Core Conventions.

Due diligence steps

- Embedding due diligence in governance, strategy and business model
- Engaging with affected stakeholders
- Identifying and assessing negative impacts
- Taking action to address negative impacts
- Tracking the effectiveness of actions

Our key sustainability topics

In 2024, Dr. Max conducted a Double Materiality Assessment (DMA) in accordance with the European Sustainability Reporting Standards (ESRS). The assessment identified the sustainability matters most relevant to our business and stakeholders by evaluating both impact materiality, reflecting our effects on people and the environment, and financial materiality, reflecting how sustainability-related risks and opportunities may affect our financial performance.

The assessment was based on ESG data collected from eight countries representing the vast majority of the Group's operations, employees and business activities. As a result, it provides a robust and representative view of Dr. Max's sustainability impacts, risks and opportunities across the Group. The remaining ten countries represent only a very limited operational footprint, employing 35 people in total.

Key steps in the process

1

Mapping our value chain to identify potential material issues and **key stakeholder groups**, using both internal data and industry insights.

2

Engaging stakeholders through internal surveys and direct discussions with **financial institutions** to validate ESG risks and opportunities.

3

Benchmarking against the sector using sector standards sources such as **SASB**, **MSCI, TNFD,** and relevant legislation to capture all material issues.

4

Assessing financial materiality by evaluating dependencies and reputational or regulatory risks alongside sustainability impacts.

5

Scoring topics by severity (scale, scope, irremediability) and financial risk (likelihood and impact), following **ESRS methodology**.

6

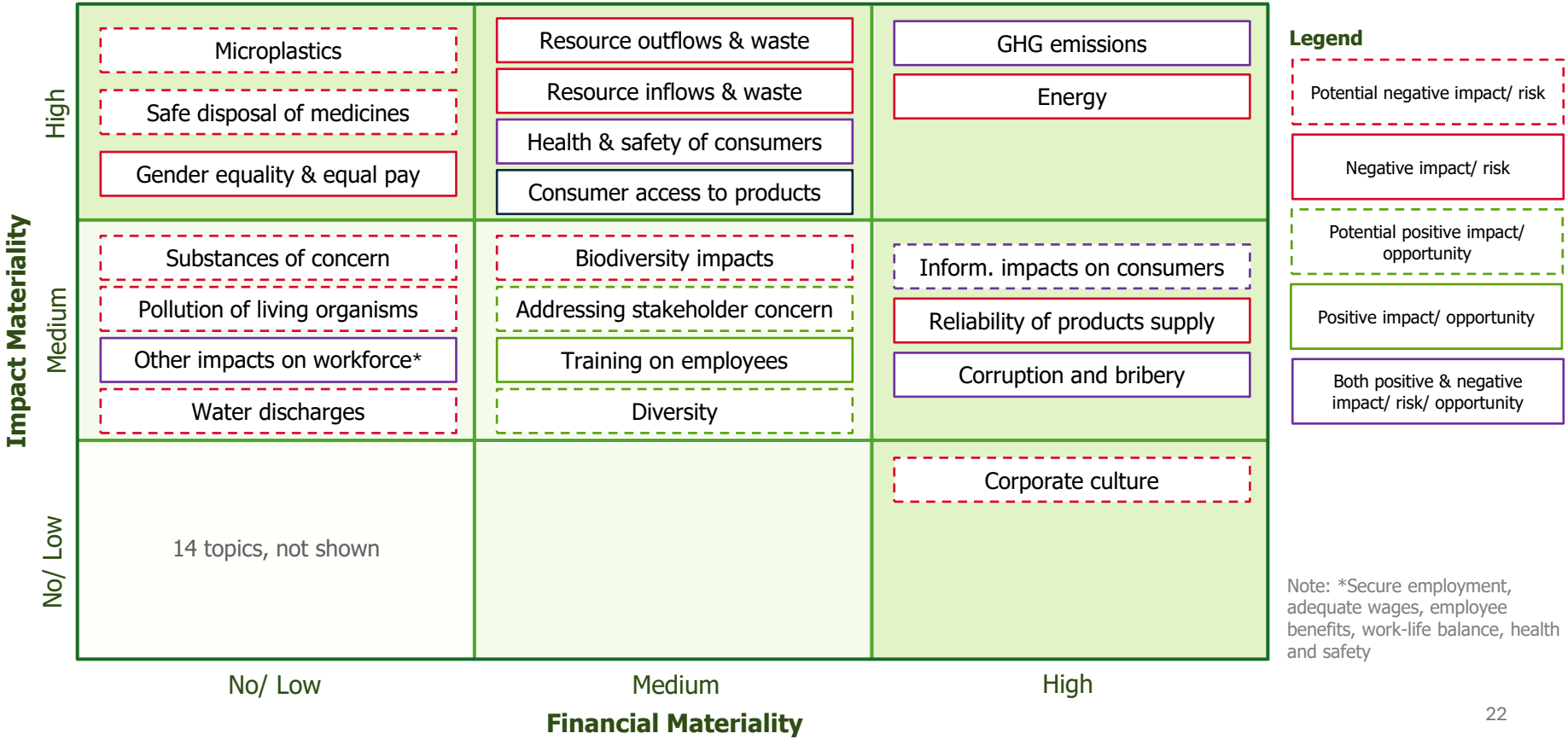
Prioritizing what matters using industry benchmarks to define **material thresholds**, & prioritizing topics into **high-medium** to guide development of our **ESG strategy.**

Double Materiality Assessment (DMA): Sustainability topics that matter the most for us

The graphics highlight the sustainability issues most significant to our business. They summarize key impacts, risks, and opportunities related to our operations, product sourcing, and end-of-life management, as identified in our Double Materiality Assessment.

These material topics represent the areas most relevant for effective sustainability management. Some are already being addressed through existing initiatives, while others will be tackled as part of our new ESG strategy and related policies. Please note that only selected topics are covered in this report, as detailed data is not yet available for all areas. However, Dr. Max is actively developing a comprehensive sustainability roadmap based on these priorities and will provide further updates in future reports as this work progresses.

Double Materiality Assessment (DMA): Sustainability topics that matter the most for us



Note: *Secure employment, adequate wages, employee benefits, work-life balance, health and safety

Listening to our stakeholders

At Dr. Max, stakeholder engagement is key to understanding our material issues which represent key impacts of our business, as well as risks, and opportunities we might face. We identify our core stakeholder groups to ensure our efforts are focused where they matter most.

We maintain regular, open communication through employee surveys, customer feedback, collaboration through sector associations, and direct supplier contact. We also engage with investors, banks, regulators, tax authorities, and trade unions via bonds, reporting, and membership activities.

By participating in industry associations, we work closely with other players in the sector to protect the interests of pharmacists and help prevent illegal practices.

Managing our environmental footprint

This section outlines how we approach the environmental aspects of our operations, including energy use, transport, pollution and waste. We focus on prioritising areas where we can reduce negative impacts and improve efficiency over time.



Our impact on climate

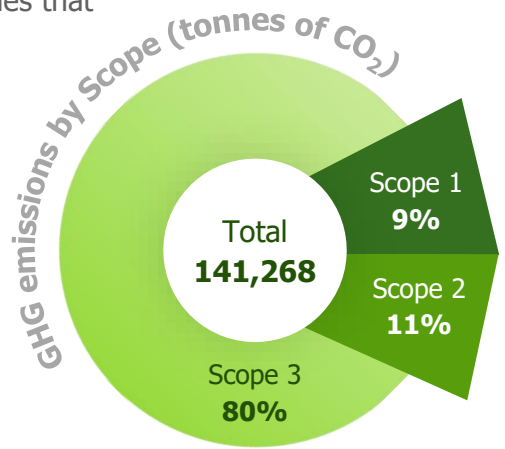
We manage environmental matters through our ESG strategy. Our priorities include climate change mitigation and energy efficiency, reducing packaging impacts and advancing circularity, strengthening supplier oversight, and improving the sustainability profile of products and services. By improving resource efficiency across our value chain, we aim to reduce environmental impacts while supporting our commitment to keeping healthcare affordable and accessible.

During the reporting period, we expanded energy and emissions data coverage, continued developing our Packaging Policy, initiated packaging assessments and strengthened supplier-related environmental due diligence.

We have also begun developing our Climate Transition Plan, designed to align our business with a low-carbon and climate-resilient economy. The plan combines decarbonisation, risk mitigation and operational efficiency across our operations and value chain, helping reduce emissions while creating efficiencies that support long-term business sustainability and healthcare affordability.

Carbon footprint results

In 2025, the Group's calculated carbon footprint amounted to 141,268 tCO_2e across its European operations. Reported emissions increased by 59.7% compared to 2024, primarily due to expanded emissions measurement and broader Scope 3 coverage rather than a corresponding increase in underlying emissions. Data completeness for Scope 1 and Scope 2 reached approximately 95%, reflecting continued improvements in reporting quality and coverage.



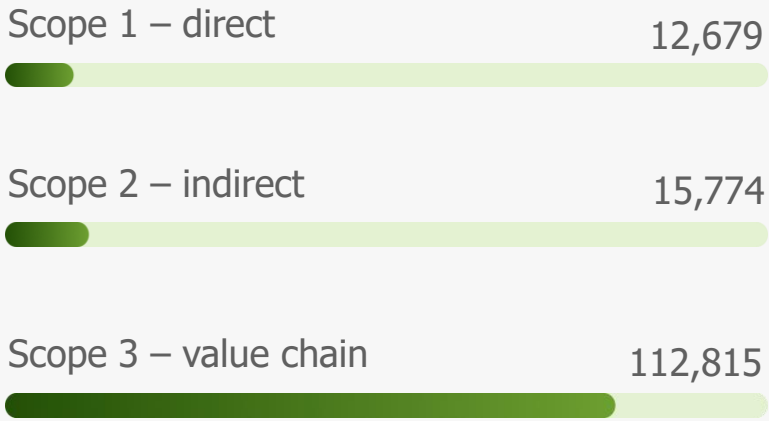
Measuring honestly, before we promise

2025 was about building a credible baseline. We widened what we measure rather than narrowing what we report – the groundwork for meaningful, science-based targets to come. Quantitative climate targets will be introduced following the establishment of a robust emissions baseline.

- **~95% data completeness** for Scope 1 & 2 — an increase from 80% from the past year.
- **Improved accuracy** in Scope 2 measurement through more precise data collection & partial reallocation of emission to Scope 3.
- **Major increase in Scope 3 to 9 categories** covered — from 4 categories in the past year.
- **Expanded geographical coverage** of data — incl. entire MagnaPharm.

Broader measurement, not slower progress.

GHG Emissions by scope, tCO_2e



Total reported emissions rose to **141,268 tCO_2e** – largely because Scope 3 coverage was expanded substantially, capturing emissions that were previously unmeasured or located in Scope 2.

GHG Emissions by scope

Greenhouse gas emissions (tCO_2eq)	2024	2025	Change 2024 vs 2025
Scope 1 GHG emissions	**12,373**	**12,679**	**+2.5%**
Share of Scope 1 GHG emissions from total emissions	*14%*	*9%*	*-35.7%*
Scope 2 GHG emissions (location-based)	**31,934**	**15,774**	**-50.6%**
Share of Scope 2 GHG emissions from total emissions	*36%*	*11%*	*-69.4%**
Scope 3 GHG emissions	**44,167**	**112,815**	**155.4%**
1. Purchased goods and services	12,451	3,030	-75.7%
2. Capital goods	N/A	45,403	N/A
3. Activities related to fuels and energies (not in Scope 1 or 2)	16,868	5,425	-67.9%
4. Upstream transportation and distribution	N/A	13,663	N/A
5. Waste generated in operations	6,672	1,926	-71.1%
7. Employee commuting	N/A	6,807	N/A
8. Upstream leased assets	N/A	16,412	N/A
9. Transport in the downstream value chain	8,174	8,599	+5.2%
14. Franchises	N/A	11,550.32	N/A
Total GHG emissions (location-based)	**88,474**	**141,268**	**+59.7%**
Total GHG emissions (market-based) – proxy value	**88,474**	**141,268**	**+59.7%**

Note: Data from heat consumption have not been included as the data for energy sources in particular countries are not available, nor is any reliable average that could be applied across the countries.

*Y-o-y decrease in Scope 2 is due to improved data collection accuracy and subsequent re-attribution related to stores & warehouses to scope 3, due to leased-assets regime – not under direct control of the Group.

GHG Emissions by countries of Dr. Max Group

Country	Greenhouse gas emissions (tCO_2eq)				% of the Group's emissions
	Scope 1	Scope 2	Scope 3	Total	
Czech Republic	2,113	4,265	41,489	**47,867**	33.9%
Poland	1,055	0	19,729	**20,784**	14.7%
Italy	20	1,428	6,902	**8,351**	5.9%
Romania	7,605	7,293	25,692	**40,589**	28.7%
Slovakia	1,124	2,769	7,001	**10,893**	7.7%
Serbia	394	20	10,757	**11,170**	7.9%
Hungary	78	0	432	**510**	0.4%
Lithuania	23	0	148	**171**	0.1%
Bulgaria	254	0	601	**855**	0.6%
Croatia	13	0	62	**75**	0.1%
Slovenia	0	0	1	**2**	0.0%
Total GHG emissions	**12,679**	**15,774**	**112,815**	**141,268**	**100%**



Note: Data are aggregated for all operations within each country, including pharmacy and MagnaPharm operations.

How we at Dr. Max calculate our carbon footprint

At Dr. Max, we calculate our carbon footprint using the **GHG Protocol**, the most widely used global standard. We focus on emissions from areas we directly control, like our pharmacies, offices, and distribution centres.

Wherever possible, we use **actual consumption data**, such as energy and fuel use. Where data is unavailable, for example due to missing landlord meter readings, we apply conservative estimates based on building characteristics and operational data. **Scope 1** and **Scope 2** calculations are based primarily on actual consumption data and provide a robust basis for emissions reporting.

Data quality and coverage continue to improve across the Group. During the reporting period, we expanded geographical coverage, increased the use of actual consumption data, strengthened internal controls and significantly broadened Scope 3 reporting. These improvements enhance the completeness, consistency and accuracy of our carbon footprint and provide a stronger foundation for future target setting and decarbonisation initiatives.

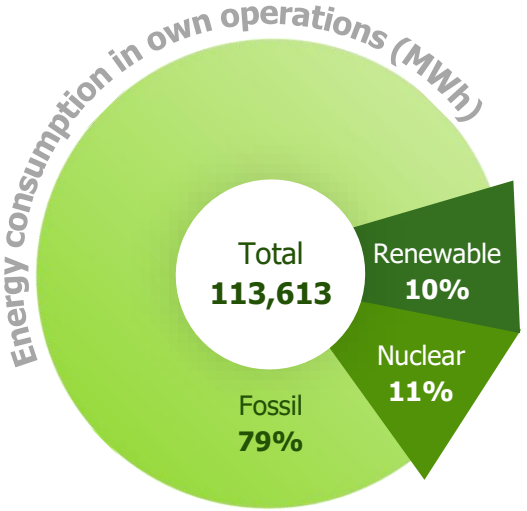
Scope 3 emissions, which arise across the value chain, remain the most complex category to measure as they are outside our direct operational control. Estimates are therefore used in selected categories, drawing on supplier information and internally standardised methodologies. The greatest uncertainties remain in categories such as waste and purchased goods and services, where data availability varies across markets and suppliers.

While certain emissions categories remain excluded due to data limitations, we continue to strengthen our reporting processes and data governance. With operations spanning multiple countries and business models, our focus is on building a reliable, transparent and decision-useful emissions dataset that supports both effective climate action and continuous business improvement.

Energy

Our activities require significant energy consumption for lighting, air conditioning, and refrigeration.

Energy consumption and production		2025
FOSSIL SOURCES	Fuel consumption from coal and coal products	-
	Fuel consumption from crude oil and petroleum products	44,247
	Fuel consumption from natural gas	2,774
	Fuel consumption from other fossil sources	-
	Consumption of purchased or acquired electricity, heat, steam, and cooling from fossil sources	43,128
	Total fossil energy consumption	**90,149**
	Share of fossil sources in total energy consumption	*79%*
NUCLEAR SOURCES	**Total energy consumption from nuclear sources**	**12,369**
	Share of consumption from nuclear sources in total energy consumption	*11%*
RENEWABLE SOURCES	Fuel consumption from renewable sources, including biomass (also comprising industrial and municipal waste of biologic origin, biogas, renewable hydrogen, etc.)	-
	Consumption of purchased or acquired electricity, heat, steam, and cooling from renewable sources	10,655
	The consumption of self-generated non-fuel renewable energy	440
	Total renewable energy consumption	**11,095**
	Share of renewable sources in total energy consumption	*10%*
Total energy consumption		**113,613**
ENERGY PRODUCTION	Non-renewable energy production	-
	Renewable energy production	440
Total energy consumption in activities in sectors with high climate impact		**113,613**



Note: This table is not comparable to 2024 report data as it now includes data on energy sources from purchased heat, which were calculated under fossil category and non-renewable until further detail will be collected. The split of electricity sources was obtained from Nowtricity.com for given countries for 2025. The Group is working to improve the completeness of this data for future reporting periods.

Energy

Dr. Max Group faces increasing transition risks linked to energy use. These include:

- Rising energy demand driven by climate change (e.g. higher cooling needs for pharmaceuticals)
- Future carbon tax in form of EST2
- Growing regulatory and market pressure to reduce emissions
- Transition to renewable energy

The latter may be challenging due to our high share of leased premises, limiting direct control over energy infrastructure and sourcing; together, these factors can increase operating costs and require additional investment, making energy efficiency and decarbonisation key focus areas.



Transport-related initiatives we are already doing

At Dr. Max, we're working to cut emissions by making transport smarter and more efficient.

- Pharmacy pick-up as a lower-emission alternative to home delivery
- Electric vehicles for selected urban deliveries
- Virtual collaboration reducing business travel
- Continuous optimisation of logistics and warehouse operations
- Public transport contributions and carpooling promotion in selected markets, promoting ride-sharing among employees

How we improve energy efficiency across the Group

Energy efficiency and decarbonisation

We are assessing potential decarbonisation levers, while local initiatives focus on improving energy efficiency across countries. In Poland, **pharmacy** locations have **reduced lighting electricity use** by an estimated **25–40%** through **LED upgrades**, with **solar panels** and **reactive power** compensation under assessment.

In Slovakia, the ViaPharma **warehouse** in Senec incorporates energy-efficient **HVAC**, **solar panels**, **LED lighting**, **real-time energy monitoring** and **skylights**, alongside **EV charging** and **low-emission mobility** features. Similar energy-efficiency measures are being implemented locally in Czechia and Romania.

BREEAM-certified facilities

At local level, selected Dr. Max **offices Czechia**, **Poland**, and **Romania** as well as **warehouses** across several markets including **Slovakia**, **Czechia** and **Italy** are in **BREEAM-certified buildings**, including buildings rated Excellent or Outstanding.

Local initiatives also include the development of new pharmacy locations in **Poland** with a focus on **retail parks** that meet sustainability standards, including BREEAM-certified facilities.



Air pollution

As a healthcare retail and distribution business, **Dr.Max has limited direct air pollution impacts**. Within our operations, **transport activities** represent the most relevant source of air pollution impacts, both from our own fleet and across the downstream value chain. Accordingly, the disclosed data covers both direct operational emissions and relevant downstream transport emissions.

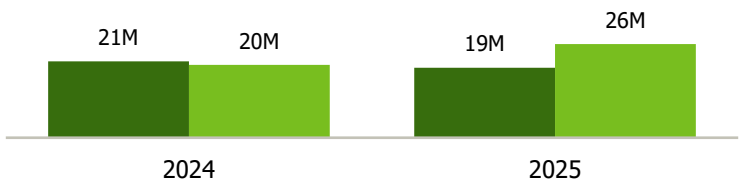
Air pollution was estimated based on fuel consumption data from company-operated vehicles and downstream transport activities, using internal records, supplier data and estimates. Emission factors were determined with reference to European vehicle emission standards (EURO classes).

The majority of transport activities are performed using **EURO 6-compliant vehicles**, which generally result in lower pollutant emissions due to advanced emission control technologies. Despite this, transport remains the primary source of air pollution impacts associated with the Group's activities.

Emission category of vehicles	2024		2025	
	Contracted transport	Own transport	Contracted transport	Own transport
VI	90.6%	98.5%	90.2%	100%
V	8.3%	0.8%	7.5%	0%
IV	1.1%	0.4%	2.1%	0%
III	0.1%	0.3%	0.3%	0%
II	0.0%	0.1%	0%	0%
I	0.0%	0.0%	0%	0%

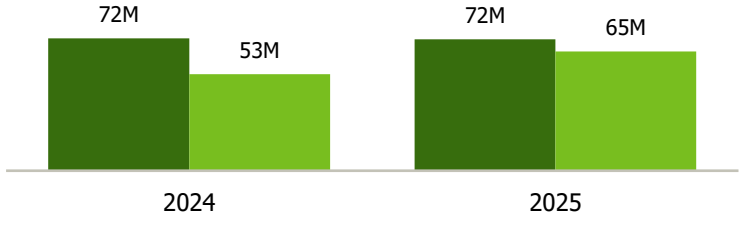
Pollution of air

Carbon monoxide (CO), gCO/kWh



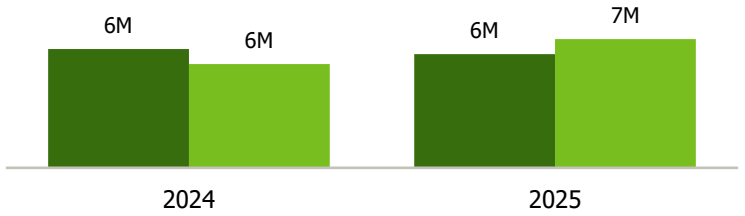
Own ops ▼ 8% y-o-y
Value chain ▲ 28% y-o-y

Hydrocarbons (HC), gHC/kWh



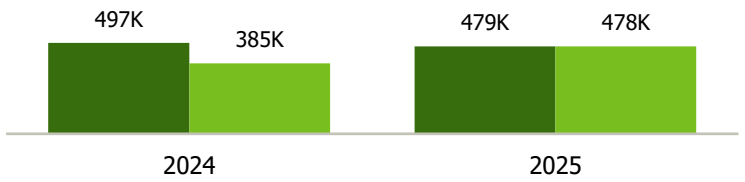
Own ops ▼ 1% y-o-y
Value chain ▲ 23% y-o-y

Nitrogen oxides (NOx), gNOx/kWh



Own ops ▼ 4% y-o-y
Value chain ▲ 24% y-o-y

Particulate matter (PM), gPM/kWh



Own ops ▼ 4% y-o-y
Value chain ▲ 24% y-o-y

■ Own operations ■ Value chain

Substances of concern and product safety

As a pharmacy retailer and private label provider, **Dr.Max operates in one of the most highly regulated consumer product sectors**. Medicinal products are regulated by the **European Medicines Agency (EMA)** and national competent authorities, while medical devices, cosmetics and other healthcare products are subject to comprehensive EU and national regulatory frameworks designed to ensure product safety and consumer protection.



In addition to these regulatory requirements, Dr.Max has assessed selected private label and third-party products for the presence of substances of concern (SoC) and substances of very high concern (SVHC) as defined under the **REACH Regulation (EC) No 1907/2006**.

Based on the initial screening performed across the Group, **no SVHC has been identified in products placed on the market at concentrations above the REACH reporting threshold of 0.1% (w/w)**. The assessment currently covers private label products and selected third-party products and will be progressively expanded across the supply chain.

Dr.Max complies with applicable EU and local regulatory requirements and is developing a Supplier Code of Conduct intended to strengthen supplier expectations related to product safety, environmental protection and responsible chemical management.

Circular economy and responsible resource use

As a pharmacy retailer and private label provider, **Dr.Max operates in a highly regulated sector where patient safety and product integrity take precedence**. Medicinal products cannot be reused or redistributed once supplied to patients and expired or returned medicines must be disposed of in accordance with strict regulatory and safety requirements.

Within this framework, Dr.Max focuses its circular economy efforts on reducing waste, improving packaging sustainability and increasing the use of recyclable and renewable materials. To support these objectives, we are developing a **Packaging policy** aimed at increasing recyclability, reducing virgin material use and promoting circular economy principles across our operations and supply chain.

Materials we use

We have analysed packaging materials used in our e-commerce operations, private label products and shopping bags to identify opportunities for improvement. **Biological materials**, primarily paper and cardboard, represented **81.7%** of packaging materials used in 2025, compared with **65.0%** in 2024.

Technical materials, including plastics, aluminium and adhesives, remain necessary for certain applications to meet product protection, safety and regulatory requirements. Where feasible, Dr.Max seeks to increase the use of renewable and recyclable materials while maintaining product quality and compliance.

Materials Used in Own Operations for Product Packaging within E-commerce, Dr. Max Brand Products, including Shopping Bags

2024	vs.	2025
65 %		**81.7 %**

Year-on-year **increase** of **biological materials** used in **2024** vs. **2025**

Circularity in action: Reducing packaging and material use

Local initiatives across our markets focus on reducing packaging, material use and waste. The measures include packaging optimisation, digital workflows, e-signatures, electronic shelf labels, and digital receipts.

Private label products: Packaging and logistics efficiency are considered in the development of Dr. Max private label products. For selected products sourced in bulk, final packaging is completed locally, reducing the need to transport products in their final retail packaging. The use of multilingual packaging is also prioritised where feasible, enabling the consolidation of products across markets and reducing the number of SKUs requiring separate packaging. These approaches are intended to improve transport and packaging efficiency and reduce associated resource use.

Other local initiatives: Digitalisation measures, including e-signatures, digital workflows, electronic receipts and electronic shelf labels, are being implemented in selected markets across our subsidiaries in Slovakia, Romania, Bulgaria, Serbia, Lithuania, Italy, and Poland. In our pharmacies, this measure delivers a double benefit aligned with our CARE commitment: not only it reduces paper use and material consumption, but it also frees up pharmacists' time so they can devote more attention to patient care.

Our waste composition and treatment

The key impacts primarily driven by waste generation across our operations and value chain relate to the widespread use of single-use products and non-recyclable packaging. A further significant impact relates to the disposal of pharmaceutical products, including unused medicines and medical waste. Improper disposal of unused medicines by consumers may lead to the release of active pharmaceutical ingredients into water and soil, contributing to environmental pollution and potentially affecting ecosystems. In addition, uncollected pharmacy orders may result in pharmaceutical products becoming unsuitable for sale and requiring controlled disposal, increasing the volume of pharmaceutical and medical waste. Given the nature of our business, responsible management and disposal of pharmaceutical and medical waste is an important area of environmental impact. Medical waste data was not disclosed due to limitations identified during the data collection and review process. We continue to assess and refine our approach to collecting and reporting this information.

Datapoint	2025	2024
The rates of recyclable content in products packaging (%)	*N/A*	*N/A*
Total Waste generated (tonnes)	**10,695**	**15,035**
Plastic	317	298
Paper	2,875	2,723
Glass	310	369
Organic	257	838
E-waste[1]	48	41
Unsorted waste	6,875	5,979

Datapoint	2025 (tonnes)	% of total
Diverted from disposal	5	0.05%
Non-hazardous – recycling[2]	*5*	*0.05%*
Directed to disposal	13	0.12%
Hazardous – incineration	*13*	*0.12%*
Unknown final destination of waste[3]	10,677[4]	99.8%
Total radioactive waste	0	0%
Total waste generated	**10,695**	**100%**

Note: 1.Discarded electronic devices and equipment, such as computers, smartphones, televisions, and appliances. 2.Only confirmed amount. 3.Due to only partial availability of the data, we are not capable to determine the final processing destination of waste. 4.Includes sorted (3,802) and unsorted waste (6,875).

Dr.Max Group

Supporting people and society

Our efforts are directed to support employees, customers, and the communities we operate in. The focus is on practical actions that contribute to medication access, workplace wellbeing, and responsible engagement.



Our people at Dr. Max

Our people work across the **entire healthcare value chain**. From **pharmacists** and pharmacy teams caring and serving customers every day, to colleagues in **wholesale** and **logistics** operations ensuring product availability, to experts in **supporting functions** providing capabilities needed to run and grow our business – every role contributes to delivering high-quality pharmaceutical and care services.



- **Pharmacists and pharmacy** teams serving customers every day
- **Wholesale and logistics** employees (MagnaPharm and distribution centres) ensuring product availability
- **Support functions and headquarters** teams providing finance, procurement, HR, IT, digitalisation, legal, compliance and other expert services
- **E-commerce and omnichannel** teams
- **Management and specialist** functions driving growth, innovation and transformation

A workforce that reflects the care we sell

Workforce 2025

Colleagues, 18 countries 24,325[1]

Women in the workforce 85%

Engagement survey response 83%

Employee turnover 11,5%[2]

Pharmacy is a people business. In 2025 we grew our workforce, kept investing in the growth and wellbeing of our colleagues.

- **83% responded** to the Group-wide engagement survey – a strong signal of an open culture.
- **The people management score improved by 8 points compared with 2024,** with employees particularly recognizing progress in customer focus and senior leadership's approach to providing clear direction for the future.
- **Expanding learning & development** and new wellbeing initiatives across markets.

1.The Group operates in eighteen countries; however, workforce-related data is not reported for all countries where operations exist, as certain locations have a limited employee base and are not considered material for reporting purposes. In the current reporting period, we changed our methodology for reporting employee headcount from an average headcount over the reporting year, applied in 2024, to a headcount measured at the end of the reporting period (31 December 2025). 2.Turnover rate calculation method was changed in 2025; therefore, values can't be compared to 2024.

Employee engagement and development



At Dr.Max, we believe that open and transparent dialogue is essential to fostering an engaged, inclusive and high-performing workplace. We maintain regular communication with employees across all countries through engagement surveys, management meetings and a range of internal communication channels, including newsletters, digital platforms and Group publications.

Employee engagement and satisfaction

Employee feedback collected in 2025 highlighted progress in communication and transparency across the Group. Employees reported that stronger communication from leadership helps them feel better informed, more connected to the business and more involved in organisational developments and decision-making.

Career growth

Supporting the professional development of our employees is a key priority for Dr.Max. We are committed to creating opportunities for learning, skill development and internal career progression across the Group. Feedback from our 2025 employee survey reinforced the importance of continued investment in training, capability building and clear career pathways, helping us identify opportunities to further strengthen our approach to employee development.

Our people: the foundation of accessible healthcare

At Dr.Max, our people are central to our mission of providing accessible, affordable and high-quality healthcare. Delivering excellent customer care, maintaining efficiency and driving innovation all depend on talented and engaged employees.

We are committed to creating an inclusive and rewarding workplace where people can develop their skills, grow their careers and contribute to our success.

We continuously invest in **employee development, wellbeing and engagement** to support long-term careers and create a workplace where talented people can thrive. Through competitive benefits, development opportunities and wellbeing initiatives, we aim to be an employer of choice across all our markets. While Group-wide principles guide our approach, individual benefits are tailored locally to reflect employee needs, market practices and regulatory requirements in each country. The examples below illustrate how we translate this commitment into practical support for our employees across the Group.

Professional development

€442k invested in professional membership fees for 4,751 pharmacy professionals in 2025

▲ 41% y-o-y

Financial wellbeing

Meal vouchers, pension contributions, life insurance, and other local benefits

Employee communication

Regular updates through the Dr. Max Media app and other communication channels

Family support

Family-oriented programmes and financial support tailored to local needs

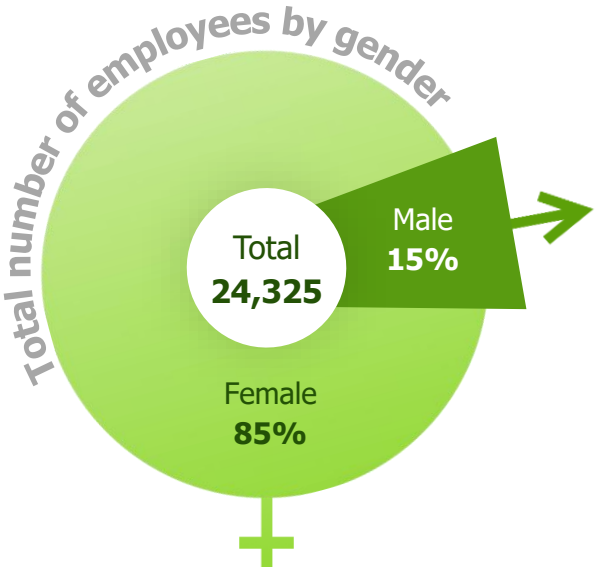
Health & wellbeing

Health, wellbeing and physical activity initiatives across selected markets

Diversity and inclusion at Dr. Max

At Dr. Max, we believe in creating a workplace where **everyone feels respected, valued, and welcome**. We're proud to employ people of **all ages, backgrounds, and identities**, and we do not tolerate any discrimination – whether based on **gender, sexual orientation, or other personal traits**. These efforts apply to **all parts of our organisation,** including employees, contractors, and external partners. In our planned Group-wide **Code of Conduct**, we will establish expectations for ethical behaviour, fairness, dignity, respect and non-discrimination.

Our workforce is predominantly female, with **women representing 85% employees** and **men accounting for 15%.** Unless otherwise stated, the disclosed information relates to all employees in the Group's own operations across all geographical locations and employment arrangements.

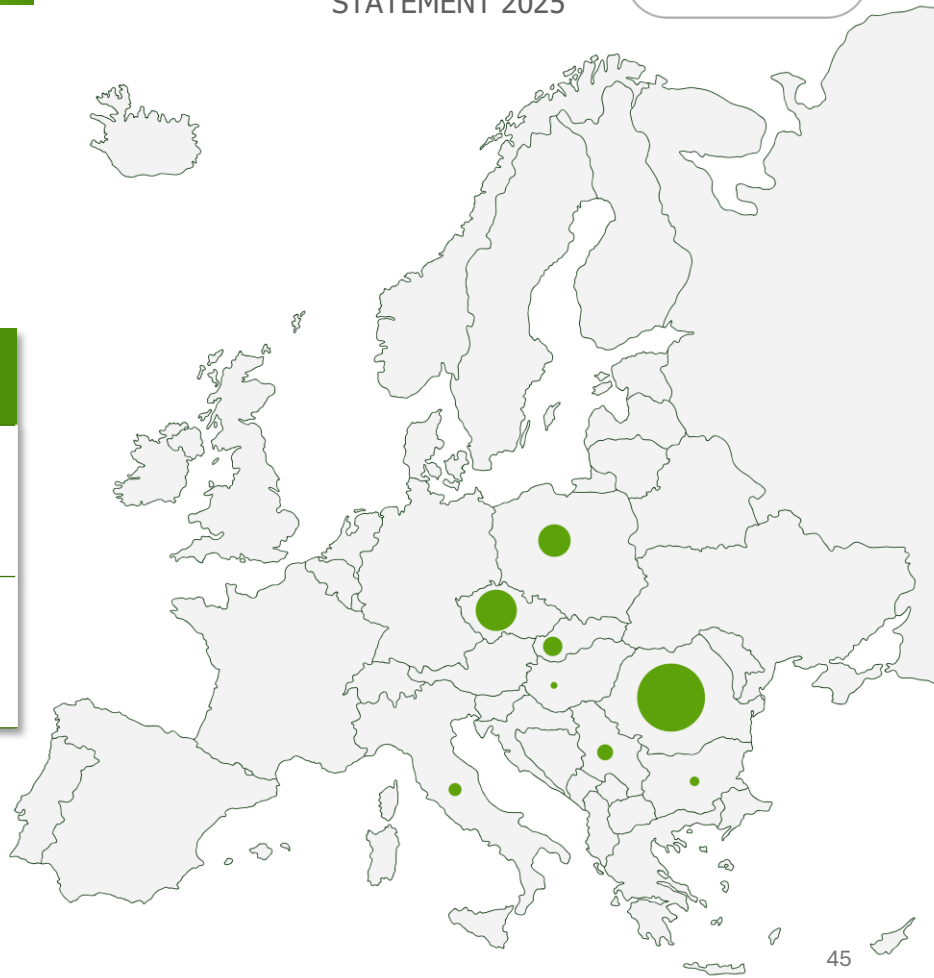


Our **Italian** operations obtained **Gender Equality Certification** recognising practices supporting **equal career** and **financial opportunities**, **work-life balance** and an **inclusive**, **non-discriminatory** workplace.

Gender distribution at management level

To support diversity and inclusion, we have introduced targeted leadership development programmes and mentorship opportunities, including support of the representation of women in higher-level positions.

Gender distribution 2025	Female	Male
Gender distribution in number of employees at CEO-2 and CEO-3 management level	176	217
Share of gender distribution in percentage of employees at CEO-2 and CEO-3 management level	*45%*	*55%*



Keeping everyone safe and healthy at work

In the same way we care for our customers and patients, we care for our people. Providing safe and healthy working conditions across our pharmacies, wholesale and logistics operations, and support functions is a fundamental part of how we operate.

All employees receive health and safety training appropriate to their roles, including onboarding and regular refresher programmes. Many Group companies complement statutory requirements with additional initiatives that promote workplace safety, wellbeing and risk prevention.

We continuously work to identify and reduce risks, support employee wellbeing and foster a culture where everyone can perform their role safely and confidently. These efforts help protect our employees while supporting the high-quality healthcare services we provide every day.



Note: 1.One employee fatality was reported during the reporting period. The incident occurred during an employee's commute to work. 2. Work-related accidents included injuries resulting from traffic accidents and incidents occurring across various workplace settings.

Training and skills development

At Dr. Max, we believe that **continuous learning is essential** – both for delivering great patient care and staying ahead in the fast-changing healthcare world. That's why we **invest in the growth and development of our employees**.

To support this, we created the **Dr. Max Academy** in 2008, which is our central hub for learning across the company. Through the Academy, we show our commitment to **lifelong learning** and help our people grow along with us.

It's built on three main pillars:

E-learning

Professional conferences

Internal training programmes

This combination gives our pharmacy teams a flexible and well-rounded way to keep learning. A big focus is on **communication and customer care**, helping our teams build strong relationships with patients – and making Dr. Max a trusted name in healthcare.

Our customers and how we serve them

Ensuring access to essential medicines and health products is a fundamental part of our responsibility to society. It supports public health, reduces inequality, and strengthens trust in the healthcare system. By making our products more accessible – whether through pricing, availability, advice, or distribution – we help people get the care they need, when they need it. Accessibility and affordability is not only Dr.Max' social commitment, but also a key to long-term, sustainable impact.

With over **3,200 pharmacies**, Dr. Max maintained the position as the **second-largest pharmacy chain in Europe and first in Central and Eastern Europe in 2025**. Thanks to our broad coverage and strong focus on accessibility, we served over **219 million customers** and sold **730 million items** through our pharmacies in 2025.

We continuously invest in accessibility, affordability, and customer experience through the following initiatives:



Easy-to-navigate pharmacies

Clear store layouts that help customers quickly find what they need



Extended opening hours

Many locations operate up to 12h/ day, seven days/ week; some operate 24h/ day



Accessible locations

Barrier-free access available in selected pharmacies



Affordable healthcare

Competitive pricing and broad product availability across our markets



Healthcare services

Access to selected primary and preventive care services



Professional advice and care

Support provided by highly trained pharmacy professionals

Product safety and quality at Dr. Max

Customers trust us with their health. Product safety and quality are therefore fundamental to everything we do.

Consequently, at **Dr. Max**, the **safety and quality** of our products is **non-negotiable**. Whether it's **prescription medicines**, **food supplements**, **medical devices**, or **cosmetics**, everything we offer must meet the **highest standards** before reaching our customers.

To guarantee this, each subsidiary operates under **robust Quality Management Systems (QMS)** that oversee the **entire product lifecycle** – from **sourcing and production** to **storage**, **transport**, and **responsible disposal** – and are aligned with **ISO standards** and **internal procedures**. This system is central to our operations, allowing us to **prevent quality issues**, **respond quickly** when concerns arise, and take **immediate action,** including **lab testing**, **batch holds**, or **product recalls** when necessary.

From **factory to pharmacy**, products move through **secure and trusted distribution channels** – ensuring the **confidence and protection of our customers** at every stage. We strictly follow **Good Distribution Practice (GDP)** to ensure that all medicines and health products are **stored and transported safely**, preserving their **effectiveness and integrity** at every step. Key quality practices include **clear documentation**, **change control**, **regular staff training**, and **thorough qualification** of both suppliers and customers. Suppliers are subject to qualification processes and are required to meet applicable pharmaceutical safety and quality standards.

To further ensure safety, we maintain continuous **pharmacovigilance monitoring**, manage **recalls and complaints** through transparent systems, and enforce **strict protocols** for **falsified products**, **safe disposal**, and **product destruction**.

Customer privacy and data protection

Customers trust Dr.Max not only with their health, but also with some of their most personal and sensitive information. Protecting this trust is fundamental to how we operate and is supported by robust data protection, information security and governance practices across the Group. We appoint Data Protection Officers where required. Personal-data incidents are managed through established reporting and escalation procedures.

01 Responsible data handling

Policies and procedures support the lawful and secure processing of personal information.

02 Information security

Access controls, secure devices and regular reviews help protect sensitive data and systems.

03 Employee awareness

Training reinforces privacy obligations, secure behaviours and awareness of cyber risks.

04 Incident management

Reporting and escalation procedures support timely investigation and corrective action.

At Dr.Max, we are committed to continuously strengthen our data protection, governance, and cybersecurity to address evolving regulatory requirements and emerging digital risks.



Trust is essential in healthcare

Governance
Group-wide standards and accountable local oversight

Prevention
Controls, training and security reviews

Response
Clear escalation and timely corrective action

Note: Picture generated by AI.

The counter as first line of care: preventative healthcare we offer

The role of pharmacists is evolving beyond the dispensing of medicines. Through preventive care services, Dr.Max helps customers identify potential health risks earlier and supports timely referral to appropriate healthcare professionals.

In 2025, our pharmacy network delivered more than **364,000 preventive care services**, contributing to improved health awareness, early detection and better access to healthcare across the communities we serve.

364k preventive care services in 2025 ▲ 349% y-o-y

Diabetes screening

~62k

screening test in 2025
HbA1c + Blood Glycemia

32% patients referred for GP follow-up

Skin analysis (incl. melanoma early detection)

~26k

screening test in 2025
dermatology & skin consultation

17% patients referred for GP follow-up

CRP rapid screening

~59k

screening test in 2025
blood C-reactive protein

21% of patients identified for GP treatment

Affordable and accessible healthcare

By combining physical pharmacies, digital channels and customer loyalty programmes, we help improve access to healthcare for millions of customers across Europe.



Dr. Max E-shop

Dr.Max operates e-commerce platforms in the **Czech Republic, Slovakia, Poland, Romania and Italy**, extending access to medicines and health-related products beyond the traditional pharmacy network.

In 2025, the e-shop processed 15.3 million transactions, while more than half of online customers chose to collect their orders in-store, combining the convenience of digital ordering with the benefits of professional pharmacy support.

~700m ▲ 64.3% y-o-y
Items sold in pharmacies

55% ▼ 5 pp y-o-y
Online customers collected orders in-store

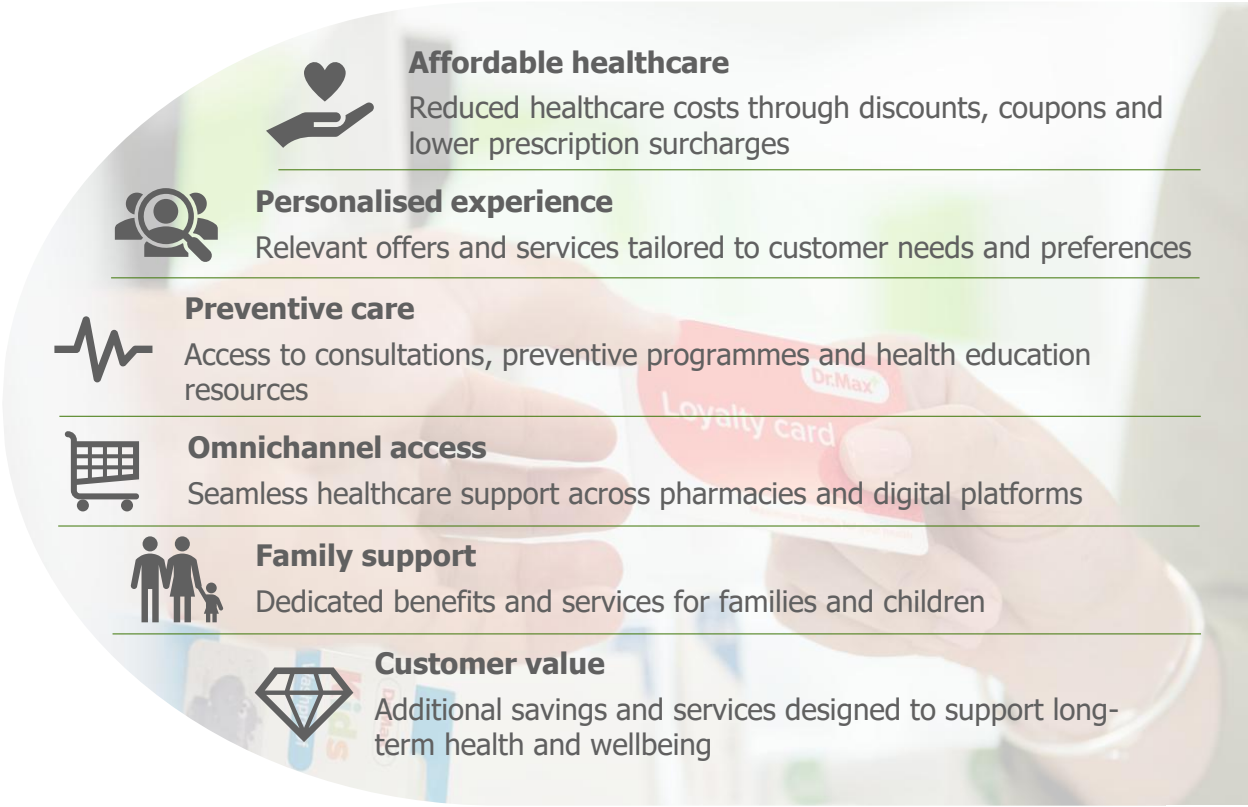
~15.3m ▲ 10.1% y-o-y
Transactions processed by Dr. Max e-shop

~3.2m ▲ 30.3% y-o-y
Reservations in pharmacies (OTC & Rx)

Affordable healthcare personalized: Dr. Max benefit card

At Dr.Max, we believe affordability is an important component of access to healthcare. Through the **Dr.Max Benefit Card**, we help customers reduce healthcare-related costs and access additional health and preventive care services. The Benefit Card gives customers access to a wide range of valuable services and savings.

The programme also enables us to better understand customer needs and tailor our products, services and health initiatives accordingly, creating greater value for both customers and Dr.Max. At the end of 2025, the programme had more than **13.2 million members** across our markets.



Affordable healthcare
Reduced healthcare costs through discounts, coupons and lower prescription surcharges

Personalised experience
Relevant offers and services tailored to customer needs and preferences

Preventive care
Access to consultations, preventive programmes and health education resources

Omnichannel access
Seamless healthcare support across pharmacies and digital platforms

Family support
Dedicated benefits and services for families and children

Customer value
Additional savings and services designed to support long-term health and wellbeing

Note: Availability of specific benefits depends on local legislation, such as discounts on prescription drugs. Certain offers may not be applicable in all countries.

Building a resilient and responsible supply chain

A diversified global supplier network helps Dr.Max to balance medicine availability, affordability and responsible sourcing across our markets.

GLOBAL SUPPLIER BASE	Innovative medicines	Generic medicines	Healthcare products
	Primarily Europe and North America	Primarily Europe and Asia	Broad international network

- **Reliable supply**: A broad supplier base and wholesale capabilities support medicine availability across our markets.
- **Affordability**: Competitive sourcing helps protect access for customers and the long-term sustainability of healthcare systems.
- **Diversification**: We seek to balance suppliers, regions and product categories to reduce concentration risk and strengthen resilience.
- **Responsible sourcing**: Supplier engagement, ESG assessments and risk-based due diligence support responsible practices across the value chain.

Dr. Max aims to balance supply security, affordability and sustainability for customers, healthcare systems, and nature.

Responsible supplier management

In 2025, we continued developing our **Supplier Code of Conduct** and advanced **risk-based supplier due diligence**. Approximately **95% of relevant suppliers** were subject to **initial assessment**.

Customer engagement and continuous improvement



Dr.Max engages continuously with customers across our pharmacy and digital channels to better understand their needs, expectations and experiences. Feedback collected through customer service channels, direct interactions, surveys and Net Promoter Score (NPS) programmes helps us continuously improve our products, services and customer experience. Customer feedback also plays an important role in helping us improve accessibility, affordability and the quality of healthcare services across our markets. With an **NPS score of 83**, we maintain strong customer relationships and a high level of customer satisfaction.

We are committed to providing an open and trusted environment where customers can share feedback and raise concerns. All feedback is handled confidentially and helps us identify opportunities to improve customer experience, product quality and service delivery.

>826k
NPS responses received

83
Group NPS score across markets

>140k
Customer feedback on user experience and digital services

43
Surveys conducted across e-commerce channels

Advancing the pharmacy profession

Healthcare systems across Europe face growing shortages of qualified healthcare professionals. Through education, professional development and early-career programmes, Dr.Max contributes to strengthening the pharmacy profession and supporting the next generation of healthcare talent.

23,036 employees reached through pharmacy education programmes in 2025.

The Dr.Max Academy serves as a learning platform for both employees and external healthcare professionals, including pharmacists, nurses and other specialists. Tens of thousands of participants attend training programmes each year, including initiatives linked to World Health Organization campaigns and public health priorities.



We also support future healthcare professionals through:

- Internships and practical experience for pharmacy and healthcare students
- Max4U programmes introducing students to the pharmacy profession
- Collaboration with schools and universities to promote healthcare careers
- Initiatives supporting the long-term attractiveness and sustainability of the profession

Dr.Max Group

Sound management and oversight

We believe that fairness, ethical practices, and good governance are the foundation of a strong and healthy organisation.

These values help us build trust and long-term relationships with our customers, employees, partners, and communities.



CARE: the foundation of our culture

At Dr.Max, our culture is guided by the CARE values, which shape how we serve customers, work together and engage with the communities around us. Introduced across the Group in 2024, these values provide a common foundation for decision-making, leadership and everyday behaviour.

To help bring the CARE values to life, we provide employees with practical tools, training and real-life examples that demonstrate how these principles can be applied in everyday situations across the Group. CARE values are integrated into onboarding, employee development and leadership practices, helping reinforce a culture of integrity, accountability and mutual respect.

By embedding CARE into everyday decisions and behaviours, we aim to strengthen customer trust, support employee engagement and foster a culture of integrity and accountability across the Group.



Customer -centric Putting customers & patients at the heart of decisions

Ambitious Continuously improving and striving for excellence

Respectful Treating people fairly, inclusively and with dignity

Engaged Taking ownership and acting with integrity & accountability

Corporate governance guided by our CARE values

Our CARE values provide the foundation for how we operate across the Group. They are embedded in our Corporate Governance policy and other key governance documents, including the evolving Group Code of Conduct, helping us act responsibly, ethically and transparently.

Our governance framework is built on four key pillars



Ethical conduct and compliance

Clear standards that guide responsible business behaviour



Operational excellence

Consistent policies and controls supporting daily operations



Governance and risk management

Structured oversight and risk management across the Group



Transparency and anti-corruption

Zero tolerance for bribery and commitment to transparent practices

Strong governance helps us maintain the trust of customers, employees, business partners and investors, while supporting sustainable long-term growth.

The policy applies across the Dr.Max Group, including relevant contractors and business partners. We continuously strengthen our governance framework through stakeholder engagement and feedback.

Fighting corruption at Dr. Max

At Dr. Max, we succeed by doing things **the right way** – through **ethical conduct, quality service, and strong values**, not shortcuts. That's why we have a **zero-tolerance policy for corruption and bribery** in any form.

We know that **some regions where we operate pose a higher risk of corruption**, so we take this seriously to protect our business and reputation. That's why we're strengthening our policies and controls across the Group.

What we're doing

- Anti-corruption standards aligned with the United Nations Convention against Corruption
- Our Anti-Bribery and Anti-Corruption Policy part of our Group-wide Corporate Governance framework and planned Code of Conduct
- All subsidiaries must follow clear rules to prevent, detect, and respond to any signs of bribery
- Mandatory training required for employees in high-risk roles, voluntary training available to others

No confirmed incident of corruption or bribery

No external fines, convictions, or regulatory sanctions

Ongoing training and implementation across all subsidiaries

Speaking up at Dr. Max

Integrity, openness and accountability are fundamental to how we operate. We encourage employees and other stakeholders to raise concerns, report potential misconduct and speak up when something does not seem right.

Dr.Max maintains whistleblowing processes designed to enable confidential reporting and protect individuals who raise concerns in good faith. We continue to refine our Group Code of Conduct, whistleblowing framework and related training programmes to reflect evolving regulatory requirements, stakeholder expectations and business needs.

How we support speaking up

CONFIDENTIAL REPORTING

Dedicated channels are available for raising concerns.

INDEPENDENT HANDLING

Reports are assessed objectively and appropriate actions are taken where required.

PROTECTION AGAINST RETALIATION

Individuals reporting concerns in good faith are protected under applicable laws and internal policies.

AWARENESS AND TRAINING

Training and communication help employees understand their rights and responsibilities.

A strong speak-up culture helps us identify issues early, strengthen accountability and reinforce the ethical standards that underpin our business.

Whistleblower protection

Employees have access to multiple channels to raise concerns or needs, including direct communication with management and whistleblowing channels. The Group has a formal grievance mechanism in place. The effectiveness of these channels is regularly assessed through analysis of survey results, monitoring of usage of reporting channels, and evaluation of how reported issues are addressed and resolved.

Where the Group identifies that it has caused or contributed to a material negative impact on its workforce, it is committed to providing or cooperating in remediation. This includes investigating issues, taking corrective actions, and implementing measures to prevent recurrence.



Managing relationships with suppliers

Every Dr. Max subsidiary operates under one Group Supplier Policy – legal, financial and compliance due diligence, reviewed annually. The next step is extending that same framework to environmental and social criteria.

~95%
of suppliers subject to initial assessment

01 Embed ESG in procurement

We work on adding environmental and social criteria to supplier selection and collaboration, reducing negative impacts across the value chain.

02 Extend internal ESG capability

Smaller markets have no dedicated sustainability staff. We are evolving in-house environmental expertise and sharing it across countries.

IN PROGRESS

- **Supplier Code of Conduct**
  In preparation. Grounded in the OECD Guidelines, UN Guiding Principles and ILO core conventions.
- **Onboarding & due diligence**
  Processes being defined for supplier onboarding, due diligence and ESG data collection.
- **Certified brands**
  Local initiatives include selected B-Corp & COSMOS-certified brands in Czechia; B-Corp certified suppliers at MagnaPharm Romania.
- **Local manufacturing**
  Collaboration with local manufacturers across parts of the Dr. Max private label portfolio.

Speculative purchasing is prohibited under the Group Supplier Policy.

Corporate philanthropy

Company against loneliness
Senior programmes across Czech Republic, Slovakia, Romania & Poland — including *Taxík Maxík* social transport in 30+ Czech locations and the *DAR ČASU* grant programme in Slovakia.

Mommy, I breathe
Newborn health: 1,400+ families rented baby breathing monitors through 36 pharmacies in Slovakia, reducing SIDS[1] risk.

Women's health awareness
Campaigns across Italy, Romania and Poland on fertility, endometriosis, contraception and menopause — with 5,700+ bone-density services in Italy.

Cancer prevention & research
Fundraising for the Cancer League through 425+ Slovak pharmacies, plus support for AIRC[2] and AIL[3] research in Italy.

>€4m ▲ 54% y-o-y

Given to causes across our markets

Including **Dr. Max Foundation Romania**, an independent NGO focused on:

- **Health prevention & education**, including lifestyle and mental health awareness
- **Psychological support & equal opportunities** for people in difficult life situations
- **Gender-based violence prevention**, member of WAVE[4]

Note: 1.Sudden infant death syndrome. 2.-3. Italian associations for cancer research – Associazione Italiana per la Ricerca sul Cancro; Associazione Italiana contro le Leucemie-linfomi e mieloma. 4.Women Against Violence Europe network, a European network of over 180 NGOs dedicated to preventing and combating violence against women.

We welcome your feedback

At Dr. Max, we value transparency and open dialogue. If you have any questions, suggestions, or concerns related to our ESG strategy or reporting, we would love to hear from you.

Email us at:

ESG@drmax.eu

Your feedback helps us grow and improve.



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