

## DIVERSITY AND INCLUSION POLICY OF REDCARE PHARMACY N.V.

### 1 Defined Terms

**Compliance Officer:** the Company's leading compliance officer.

**Diversity:** the spectrum of individual differences of humans in respect of characteristics such as gender identity, age, ethnicity, colour of skin, disabilities, age, sexual orientation or socio-economic background.

**Effective Date:** 1 January 2023

**Inclusive leadership:** leadership with emotional and cultural intelligence, awareness of biases, whilst actively seeking out and considering different perspectives to decision-making and collaborating more effectively with others

**Inclusion:** refers to an organisation's capacity to create a culture in which every employee feels at home, valued and respected.

**Managing Board:** the board of statutory directors of Redcare Europe N.V.

**Servant Leadership:** Redcare's adopted leadership style as further worked out in its internal documents.

**Redcare:** The Redcare group, consisting of Redcare Pharmacy N.V. and each of its direct and indirect 100% subsidiaries.

**Supervisory Board:** the board of non-executive directors of Redcare Pharmacy N.V.

### 2 Scope of Application

This D&I Policy applies to the Supervisory Board, the Managing Board, all (other) employees employed by Redcare, as well as to all (employees of) third parties working within the organisation of Redcare, such as trainees, contingent workers, consultants and seconded employees, where appropriate. Terms with capitals are defined in the list of definitions on the last page of this policy.

### 3 Core Values

Redcare stands for a caring working atmosphere, marked by integrity and mutual respect. Politeness, respect and professionalism form the basis for all interactions at Redcare. A trustful and respectful exchange between our employees and third parties are key to fostering an inclusive working atmosphere which provides for equal opportunities within our organisation.



Redcare supports the UN standards of conduct for business on tackling discrimination against LGBT+ people and is committed to the UN Global Compact's Women Empowerment Principles.

#### **4 Diversity**

Diversity covers the spectrum of individual differences of humans in respect of characteristics such as gender identity, age, ethnicity, colour of skin, disabilities, age, sexual orientation or socio-economic background. Within Redcare none of these characteristics may result in discrimination. Further, contrasting backgrounds and perspectives in diverse teams will help Redcare realizing its strategy with more creativity, more inventiveness and better performance.

#### **5 Inclusion**

Redcare thrives for fostering an environment where personal characteristics as mentioned above will not lead to discrimination or disadvantages in engaging and growing personally at Redcare. Within Redcare, every employee should feel valued and respected.

#### **6 Main objectives**

Redcare aims to raise awareness of the value of a diverse and inclusive organisation. Redcare believes that diverse teams acting within an inclusive environment are more inventive, innovative and successful. To unfold the full potential of Redcare's employees, diversity and inclusion are necessary elements.

##### **6.1 Encouraging Diversity and Inclusion**

This section explains the targets and sub-objectives Redcare has set for itself to become a more diverse and inclusive organisation.

##### **6.1.1 Diversity at the top and in leadership positions**

###### *Starting point*

It is a challenge for Redcare, especially in leadership positions, to get to the right mix of people. Therefore, Redcare's starting point is to gain full, ongoing understanding where it is at, and where the gaps and imbalances can and should be redressed by its managers.

Redcare has set the following sub-objectives and targets in order to achieve a more diverse workforce:



### *Sub-objectives*

- Set up a succession planning system for senior management positions,

### *Quantitative long-term targets specifically aimed at increasing gender equality*

- Until 2027, a minimum of 33,33 % of the Managing Board, 40% of the Supervisory Board and 33,33% of the grades 18 and 19 of senior management will be female. Furthermore, particular attention will be paid to reaching a more diverse composition as to nationality, (cultural) background, and age group.
- Efforts will be made to employ up to 0,5% employees with a distance to the employment market; either directly or through employment by sub-contractors.

### **6.1.2 Inclusion**

Redcare has set the following sub-objectives in order to achieve a more inclusive corporate culture:

- Adaptation of job vacancy wording.
- Redcare's concept of Servant Leadership supports a culture of inclusive and diverse culture. Inclusive leadership will be incorporated as a key competence for the assessment of managers and will be part of Redcare's concept of Servant Leadership;
- Specific attention in employee surveys

### *Activities*

The following strategies and activities may be used to achieve the aforementioned sub-objectives and targets:

Redcare will focus on creating awareness and support throughout the organisation:

- Redcare will appoint role models;
- Bias conscious weeks – Training/ Workshop/ consequences

The abovementioned strategies and activities will be further elaborated and annually reviewed by the HR department.



## **7 Gender equality**

Although D&I is broader than gender, gender equality forms an important aspect of the D&I Policy of Redcare. Redcare is committed to working towards better gender equality.

Starting in 2023, Redcare will formulate and take appropriate measures to thrive for achieving the abovementioned targets step by step in the years ahead.

In addition to the abovementioned targets for the Managing Board, the Supervisory Board and the grades 19 and 18, Redcare is determined to improve the male/female ratio within the organisation as a whole.

Actions to improve the gender balance and to empower women inside Redcare shall include:

- Reviewing the recruitment and selection process with the aim of, inter alia, having more female candidates (and interviewers) in recruitment procedures and on succession lists;
- Carrying out a gender pay analysis at least annually and taking necessary actions where disparities are identified;

### Reporting obligations and transparency

Starting in 2023, Redcare will annually report to the Social and Economic Council (SER), within ten months of the end of the previous financial year, regarding the male/female ratio. This includes the obligation to report on the reasons for any failure to achieve one or more of the targets set.

## **8 Undesired behaviour**

Redcare denounces all forms of undesired behaviour such as bullying, (sexual) intimidation and discrimination.

In this respect we define discrimination as a not accepted behaviour where a person is treating a person different or excluding a person, because of personal characteristics mentioned above.



Any differentiation, exclusion or preference not based on job requirements which results in impairing equal opportunity, is considered behaviour contrary to the core values of diversity and inclusion and is unacceptable. Such behaviour can be sanctioned as outlined in section 7 Sanctions.

## **9 Confidential advisor**

The employee who is confronted with undesired behaviour can always turn to the confidential advisors (“*Vertrauenspersonen*”) or the Company’s Compliance Officer.

The confidential advisors are obliged to treat the information provided confidential;

- The tasks of the confidential advisor are:

- to be the first point of contact for employees who have to deal with undesired behaviour;
- to inform employees about possible solutions;
- to refer the employee to the complaints committee and, if required, to assist the employee in this procedure;
- to provide information and advice to the management of Redcare about undesired behaviour within the organisation and how to tackle it.

## **10 Complaints procedure**

Employees who are confronted with undesired behaviour as referred to in this policy may also choose to submit a complaint to the Complaints Committee. This complaint can be addressed to the Compliance Officer, who will coordinate the composition of a complaints committee. The Complaints Committee will investigate the complaint and advise the management of Redcare. The Managing Board will then decide on the complaint and any measures or sanctions to be taken. The requirements that a complaint must meet in order to be taken into consideration can be found in the complaints procedure of Redcare.

The employee who is confronted with undesired behaviour on the basis of his/her religion, philosophy of life, political persuasion, race, gender, nationality, heterosexual or homosexual orientation, marital status, disability/chronic illness or age, can also file a complaint with the competent authorities (in the Netherlands: the *College voor de Rechten van de Mens/ Human Rights Institute*).



## **11 Sanctions**

If undesired behaviour as referred to in this policy has taken place by an employee and/or staff member, or if any addressee of this policy violates the principles and/or provisions thereof, sanctions will follow in the form of disciplinary measures. Possible measures are inter alia:

- warning;
- note in the personnel file;
- suspension;
- dismissal (which may also include instant dismissal) or immediate termination of the contractual relationship

The choice for a certain measure depends on the nature and severity of the offence and the other circumstances of the case.