

The Modern Slavery Act 2015 (*“the Act”*) came into effect on 29 October 2015 and requires those entities carrying on a business or part of a business in the UK, supplying goods or services, and having annual turnover of £36 million or more to disclose information regarding the steps they have taken to eradicate slavery and human trafficking from their supply chain as well as within their own organisation during the previous financial year.

UK Modern Slavery Act (“MSA”) Statement

We are committed to good corporate citizenship and the highest ethical standards. To fulfil these requirements, we establish and maintain systems and controls to ensure that slavery and related human trafficking do not form part of the supply chain.

LloydsPharmacy Limited

LloydsPharmacy is a leading community pharmacy and healthcare provider with over 1,800 pharmacies across the UK, mainly in community and health centre locations and includes 277 supermarket pharmacies. Through our pharmacies and website, LloydsPharmacy offers high quality healthcare products and services, including a range of innovative and affordable products aimed at improving community health, such as blood pressure monitors and allergy relievers many of which are sourced outside the UK. A key partner of the NHS, we also work closely with local healthcare providers to develop and deliver commissioned services to address specific health needs within communities.

OUR VALUES AND TRAININGS

We are committed to sourcing quality products from suppliers who share our ethical values. Everything we do is driven by our [ICARE principles](#), which are: Integrity, Customer-first, Accountability, Respect and Excellence.

Our [Code of Conduct](#) provides important guidelines for interactions with customers, suppliers and other business partners, and one another. Our ICARE principles are central to the Code of Conduct and are at the heart of every decision we make. Our colleagues are encouraged to raise concerns; this includes violations of the Code of Conduct, company policies, and the laws of the countries in which we operate. We have reporting mechanisms in place to collect and relay information regarding potential violations to appropriate company resources for review and follow up action.

We conduct web-based and/or face to face training for employees to emphasise the importance of acting with integrity and in line with our ICARE principles and Code of Conduct.

OUR SUPPLY CHAIN AND DUE DILIGENCE

Some of our suppliers are located in countries that may be more vulnerable to human rights abuses than others. That is why we make several efforts to implement our zero-tolerance policy for such abuses through the following measures:

- We clearly communicate our expectations to suppliers to ensure adherence of our values and ethical standards.
- We establish appropriate policies and processes within many of our businesses to make sure that the products we sell meet the highest standards.
- We utilise both internal and external resources to evaluate the factories of our suppliers based in higher risk countries and audit them against recognised industry standards.

For our sustainable logistics and quality management systems, we have designed and implemented a number of processes to assess suppliers of the products introduced into the supply chain. The focus areas included in the assessment process include, but are not limited to, Commercial, Compliance and Quality Assurance. Our supplier agreements include language that requires our supplier to obey national and regional statutory requirements in the country in which they operate.

If remediation is required, we work with our suppliers to improve their standards with corrective action plans and on-going reviews to make sure our standards are maintained. We aim to build relationships with our suppliers to ensure adherence to our values and ethical standards.

OUR EFFECTIVENESS

We carry out supplier audits and where issues are identified, we work with the supplier to ensure improvements are made. If a supplier fails to make adequate progress the arrangements will be reviewed.

Where appropriate, we aim to build relationships with our suppliers to try to ensure adherence to our values and ethical standards.

We regularly review our monitoring program to reasonably ensure our actions are appropriate and we believe our efforts to date have been effective in preventing slavery and human trafficking from being part of our supply chain.

This Statement is made pursuant to Section 54 of the Modern Slavery Act 2015 and constitutes our slavery and human trafficking statement for the previous financial year (FY16).



Cormac Tobin
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