



Redcare

PHARMACY

Policy Health, Quality and Safety

for Redcare Pharmacy N.V.

Name Author | Ard Hendriks

Name Department Lead | Jenna van Herten

Location | Sevenum

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Preamble

At Redcare Pharmacy, the health, safety and well-being of every individual are at the core of our corporate vision: "Until every human has their health." This vision guides us in all our endeavors and commits us to the highest standards in customer health and safety.

In alignment with the European Union's Corporate Sustainability Reporting Directive (CSRD), we reaffirm our commitment to transparency and accountability in our Environmental, Social, and Governance (ESG) practices.

We recognize the fundamental human right to the highest attainable standard of mental and physical health. This right is displayed in international human rights instruments such as the Universal Declaration of Human Rights and the International Covenant on Economic, Social and Cultural Rights. It forms the basis of our commitment to health and safety.

Through this policy, we commit to providing excellent quality and safety for our customers. Next to that, we commit to creating and maintaining a safe and healthy work environment that promotes the safety and well-being of our employees. We are dedicated to delivering best quality, minimizing safety risks, implementing preventive measures, and fostering a culture of health and safety.

1. Introduction

1.1. Strategy

Redcare Pharmacy N.V. (hereafter Redcare Pharmacy) is Europe's #1 online one-stop pharmacy of the future, with a vision to continue, 'until every human has their health'. Each and every one within the organisation is driven to support customers with knowledge, medication and services, and to help them improve and take care of their health. We firmly believe that with our products and services, we can help everyone to get the most out of their health. As Redcare Pharmacy, we do not just sell products and medicines to our customers, we also offer guidance and support to take care of their health holistically. With our holistic approach, customers receive comprehensive and caring support – individual consultations for all phases of life, support with their medication management and easy-to-understand information about their health or even certain diseases. The organisation is committed to being recognised by its customers as the most trusted brand within the e-pharmacy industry. This trust is based on and enabled by a comprehensive understanding of quality and (customer) safety throughout the entire organisation.

1.2. Purpose

As a people-first online pharmacy, care is at the centre of all our activities, and Redcare Pharmacy constantly strives to contribute to health by providing excellent quality and safety of products and services to its customers. Ensuring high quality and safety of products and services to our customers is considered a top priority and is therefore an important objective of the organisation's strategy.

1.3. Scope

This document describes the processes and measures that Redcare Pharmacy has implemented to achieve its objective of providing customers with high-quality and safe products and services that contribute to their health. This policy is applicable to the entire organisation Redcare Pharmacy N.V. which includes all its subsidiaries.

1.4. Responsibilities

The Executive Director Quality, Pharma, Pharma Compliance and Healthcare- & Quality Improvement is accountable for the implementation and upkeep of this policy. The Quality and Pharma Management Teams – under his supervision – are responsible for applying this policy and implementing it together with all departments in the organisation. Reporting and alignment with the Executive Management is done on a quarterly basis.

2. Quality and Safety Strategy

Within Redcare Pharmacy we strive to deliver safe, reliable and customer-oriented (pharmaceutical) health services to our customers, with the highest quality standards. In order to reach this goal, an internal quality strategy has been developed, which forms the foundation for the entire organization. Our quality strategy is developed and based on a combination of several scientifically international published quality models, including the 6 dimensions of Quality of Care by the Institute of Medicine¹, the Multidisciplinary Quality Model by Lachman, Batalden and Vanhaecht² and the Guiding Framework for Care Delivery³.

Our quality strategy is summarized in a holistic model, which is presented in Figure 1. The key drivers of our strategy consist of six technical dimensions on the one hand and a cultural component on the other hand. In the centre of our model our customer and his or her kin are placed. Customer and kin-centeredness is considered the overarching dimension. Thanks to them, we are able to do our work and therefore the customer experience journey is our most valuable asset.

The technical dimensions emphasize that our healthcare services should be safe, effective, efficient, accessible and timely, equitable, and eco-friendly. These dimensions are embedded in our DNA and all improvements we make need to contribute to at least one of these dimensions. Next to that, we can make our quality level measurable – fully digitalized – within the organization.

Besides these technical dimensions, our quality strategy is driven by a cultural component (our backbone). To reach a culture within our company in which quality thinking is embedded, we have several core values that are driving us in our daily work: dignity and respect, partnership and co-production, holistic and kindness with compassion. In order to be able to adhere to these important core values, the principles of (Servant) leadership, transparency, resilience, communication and reliability within the organization are key and considered a prerequisite in the cultural aspect.

With a culture of Continuous Improvement on all levels of the organisation, we aim to improve ourselves each and every day. By going through the Plan, Do, Check, Act (PDCA) cycle, we are seeking opportunities for quality improvement and improve ourselves on a daily basis. Continuous Improvement and the PDCA cycle are embedded in our overall strategy and ensure ongoing quality enhancement.

¹ Institute of Medicine (IOM). 2001. Crossing the Quality Chasm: A New Health System for the 21st Century. Washington, D.C: National Academy Press.

² Lachman P, Batalden P and Vanhaecht K (2021). A multidimensional quality model: an opportunity for patients, their kin, healthcare providers and professionals to coproduce health.

³ National Academies of Sciences, Engineering, and Medicine; Health and Medicine Division; Board on Health Care Services; Board on Global Health; Committee on Improving the Quality of Health Care Globally. (2018) Crossing the Global Quality Chasm.



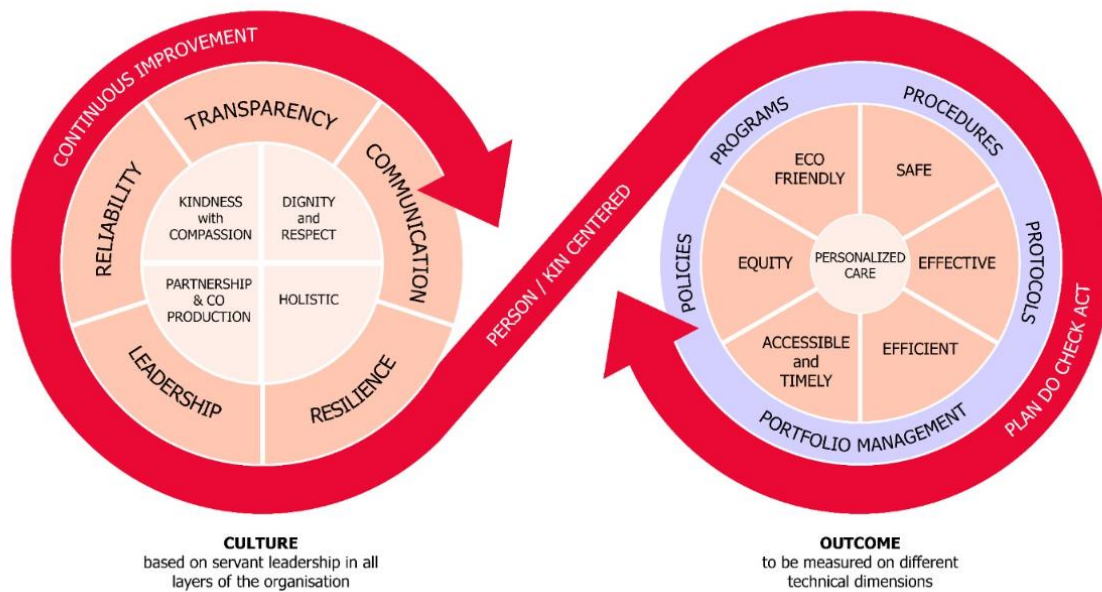


Figure 1. Quality & Safety Strategy of Redcare Pharmacy.

3. Quality Management System as our foundation

Our Quality Strategy is embedded in our Quality Management System (QMS), which safeguards and improves the quality and safety of our products, processes and services. The QMS of our organisation contains the coherent overall set of organisational structures, responsibilities, procedures, processes and resources that are necessary to implement the quality policy, to achieve the predetermined quality objectives and to ensure excellent quality of care. The Plan-Do-Check-Act (PDCA) cycle for continuous improvement possesses a central role in this system. Overall, it is a management system for steering and controlling our organisation with regard to quality. All our products and services are subject to the processes defined by our QMS.

Our QMS has the following objectives:

- Continuously monitoring and improving the performance of the organisation by providing insight and overview on relevant quality topics, facilitating and improving all processes within the organisation.
- Ensuring the quality and (customer) safety of the products and services that are delivered.
- Providing control- and steering information in the areas of quality and safety.

4. Meeting high quality and safety standards

Redcare Pharmacy guarantees the safety and quality of all of our products and services by a systematic approach for continual compliance to international and national regulations/standards. Table 1 provides an overview of the standards and licenses for which Redcare Pharmacy is certified.

Table 1. Overview of certifications and licenses.

Certificate	Scope
Good Distribution Practice (GDP) for Human Medicines	Specifies the requirements to ensure that quality and integrity of medicines is maintained throughout the supply chain.
Good Distribution Practice (GDP) for Veterinary Medicines	Specifies the requirements to ensure that quality and integrity of medicines is maintained throughout the supply chain.
ISO 9001:2015	Specifies the requirements for an organisation's Quality Management System.
ISO 27001:2013	Specifies the requirements for an organisation's Information Security Management System.
European Standard for Organic Products	Specifies the requirements for safe handling and storage of organic products throughout the supply chain.
Prequalification Pharmacy	Qualification which specifies the requirements for sufficient, appropriate manufacture, dispensing and adaptation of medical aids.
Pharmacist Registration	Registration which allows to be operative as pharmacy and distribute our assortment to customers.
Wholesale License	License for sourcing medicines from within the EEA (European Economic Area) and dispensing them.
Veterinary Medicines License	License for the manufacture, import, wholesale - and/or retail sale of veterinary drugs.
Animal Feed License	Licence for trade, storage and transport of animal feed products.



5. Guaranteeing the safety of our products

5.1. Accurate checks on falsified medicines

As an e-pharmacy and wholesaler of medicinal products, it is our duty to contribute to the safe distribution of medicinal products in the European market. The Falsified Medicine Directive⁴ (FMD) has been implemented to prevent false medication from entering the supply chain. Falsified medicines are becoming more sophisticated and therefore the risk of counterfeit medication reaching patients increases¹. According to the FMD, each medicinal product needs to be verified and decommissioned in a European database. In our organisation all products that are subject to this directive, are both verified and decommissioned in the system. Based on the alerts that we receive from the database, continuous monitoring and (improvement) actions are taken to (even better than it already is) assure the safe distribution of medicinal products towards our customers. A real-time dashboard has been developed which shows the trends with respect to the number of alerts and the number of successful scans.

The scan accuracy and alert rate of Redcare Pharmacy are constantly within the established objectives of the EMVS countries.

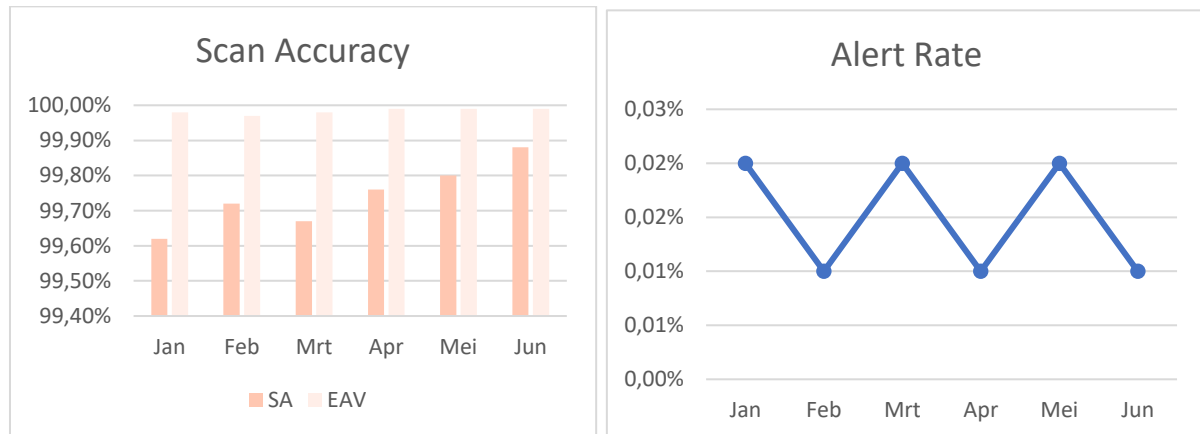


Figure 1. Scan Accuracy and Alert Rate of 2024, in percentages.

5.2. Timely and proper handling of recalls and quality defects

Daily proactive checks are performed on notifications and on information regarding products with defects or quality issues. When Redcare Pharmacy is informed about a defect or a quality issue with one of our products, the product is recalled and a strict predefined recall procedure is initiated. In order to guarantee the safety and quality of our products, recalls are being handled with the highest priority and are documented, managed and controlled adequately. In case of a recall, the stock is directly checked, customers are contacted and authorities are informed. Furthermore, specific notifications with regard to recalls are being published on the website.

⁴European Commission. (n.d.). Falsified medicines. Retrieved June 27, 2023, from https://ec.europa.eu/health/medicinal-products/falsified-medicines_en



Moreover, adverse effects and unforeseen side effects of the use of products that are reported by customers are carefully checked, handled and directly communicated to manufacturers and appropriate authorities. This is being done to prevent the delivery of unsafe products to customers.

5.3. Strict requirements for returning products to saleable stock

Returned products to Redcare Pharmacy are handled with utmost care. In order to guarantee product safety within our saleable stock, returns are being carefully documented and checked on all legally determined requirements before being replaced in saleable stock. Returned products that do not meet these (legal) requirements are physically separated from saleable stock and professionally destroyed. The return rate within the organisation is also closely monitored as a performance measure.

5.4. Product assessment and product release of our assortment

The safety of (new) products in the complete assortment we offer to our customers is guaranteed by the Pharma Compliance department, which assesses each product on strict quality standards and on compliance with external guidelines and regulations. For each country separately, assessments are being performed on the allowance to sell products on the basis of national guidelines considering several check points like dosage, maximum quantity, language and label/product information. Certificates and amendments to existing legislation are monitored on a daily basis in order to prevent important adjustments from being missed. Furthermore, Redcare Pharmacy assesses products through regularly requiring charge analyses of products from suppliers of for example food products, to check correctness of product content and to ensure product safety.

5.5. Medication management

Within our order flow we implemented several safety checks to prevent our customers from potential harm. In our pharmacy system several automatic early warning systems are integrated in order to identify potential drug related risks. Based on order history and several patient individual characteristics (e.g. age and gender), we are identifying potential interactions and contra-indications. In case of potential drug related risks (e.g. severe interactions, contra-indications or ambiguities about dosage), the customer and/or prescribing doctor are always being actively contacted by colleagues of our pharma team to discuss the matter. Depending on the severity, the customers are receiving a written patient information or are being called by our pharmaceutical staff members. Furthermore, maximum quantity restrictions are applied based on legislation and automated within the system. This is connected to our aim of preventing the abuse of medication that could put customers at risk.

All prescriptions are being checked on plausibility and correctness by our dedicated qualified pharmaceutical staff members. Next to that, several double checks are implemented in our pharmaceutical system. In case of clarification or ambiguities, we will contact the customer and/or prescriber to discuss the topic. This means

that all potential drug related risks and ambiguities, are clarified first by our pharmaceutical staff members before an order is handed over to logistics.

To ensure the appropriate handling of prescriptions and enhance patient safety, we systematically capture the age of patients upon the submission of every prescription. This information is verified as needed through additional telephone or e-mail confirmation. When customers contact our customer service, their age also serves as a form of verification to ensure legitimacy.

By implementing this procedure, we can accurately identify and appropriately handle cases involving minors, ensuring that children and adults receive the necessary attention and care. This process reflects our commitment to patient safety and adherence to best practices in health service delivery.

Last but not least, we aim to guide people through their medicinal treatment. To increase the adherence of our customers to their therapy, we offer them the use of the My Therapy app. The app is designed to support patients who use regular medications in their daily needs, including intake and activity reminders and symptom and well-being tracking.

5.6. Providing reliable product information to our customers and responsible marketing

With regard to product information, all products are assessed on required, allowed and reliable information that should be provided to our customers about the product and the safe usage of the product. This results in our customers being extensively informed about the content of products (e.g. ingredients, additives, allergens, etc.), the usage of medication, possible interactions and new prescriptions in forms of general product information, information on the web shops including a product detail page, first-user letters and package inserts. Next to written product information, Redcare Pharmacy offers an always-accessible pharmaceutical advisory service consisting of a well-trained pharmaceutical staff and an online doctor service for customers who require advice.

As part of our commitment to health and safety, we have implemented a Maximum Quantity Service that prevents customers from purchasing excessive amounts of over-the-counter medications during the buying process. This proactive measure is designed to safeguard the health and well-being of our customers by ensuring responsible usage of non-prescription drugs.

We adhere to guidelines set forth by reputable organizations such as the ABDA (Federal Union of German Associations of Pharmacists) to establish safe purchase limits. By doing so, we not only comply with regulatory standards but also proactively mitigate potential health risks associated with the misuse or overuse of medications. This service exemplifies our dedication to promoting responsible health practices and ensuring that our customers have access to the necessary medications without compromising their safety.

Redcare Pharmacy complies to the various regulations that apply to the responsible marketing and advertising of products. Moreover, regular internal audits (supported by independent external consultants for further objectivation) are executed to assess our available product information on correctness and compliance with European and national regulations.



6. Adequately managing risks

Redcare Pharmacy is on a consistent basis exposed to various opportunities and risks. As an organisation, Redcare Pharmacy believes it is important to have an extensive and systematically updated overview of the risks we face as an organisation and of how these risks can be mitigated. A complete Enterprise Risk Management (ERM) framework has been developed and implemented in order to effectively manage strategic, operational, compliance and financial risks. Risks related to quality and safety as well as risks related to pharma compliance form an important cornerstone within the ERM framework. Risks that could lead to negative effects with respect to quality and safety of products and services are identified at an early stage from both a bottom-up and top-down perspective. The identified risks that require attention are prioritised by so called 'domain owners' in the Senior Management. Consequently, these prioritised risks are proactively mitigated – in alignment with the Board – to minimise its potential negative consequences and to ensure the delivery of safe, high-quality products and services and the achievement of objectives.

7. Prevention and handling of errors

Within Redcare Pharmacy, we strive that a customer get the right product, under the correct conditions, in time. Next to legal requirements for dispensing times, we have delivery promises for our RX Customers. In our end-to-end process, several checks and balances are being implemented to make sure the right product is being shipped to the customer. Next to double checks guided by the system and several manual checks, we are using state-of-the-art techniques supported by AI. In case a deviation is being detected, an order is pulled out of the process towards our Value-Adding-Services department which checks the completeness and correctness of a customer order.

Nevertheless, we cannot prevent that (potential) errors/failures are happening in our process. In our company, a professional system for the identification and handling of (potential) errors, that resulted or could have resulted in customer harm, has been implemented. Information on the amount of errors made in the organisation is well documented and analysed. Moreover, a dashboard has been established to permanently track and analyse the amount of errors within the organisation. The main goal of this error management system is to continuously improve our processes, enhance customer safety and ensure quality of our services. The error management system is based on the Healthcare Quality, Complaints and Disputes Act. Through error management, failures/weaknesses in our processes are identified and investigated. Based on the analysis, appropriate corrective and preventive actions (CAPA) are taken to reduce and prevent reoccurrence and bring the quality and safety of our processes to a higher level. For instance, we are in close cooperation with a pioneering external Artificial Intelligence consultancy firm to implement preventive controls in our processes with the aim to further reduce the possibility of errors and thus improve the safety of our customers.

For pharmaceutical errors, a careful assessment and indication takes place on the severity of the error and the (potential) harm to a customer. Root causes are being analysed and CAPA are initiated to prevent reoccurrence. In case an error has resulted in severe harm to a customer, a separate calamity procedure will be



initiated. According to this procedure, a Calamity Research Committee ensures the thorough independent investigation of the event.

8. Quality along the supply chain

As an e-pharmacy platform and wholesaler, Redcare Pharmacy interacts with a variety of suppliers. Redcare Pharmacy applies strict control measures in order to maintain and ensure the quality of products and substances throughout the complete supply chain. Redcare Pharmacy only procures from qualified suppliers who meet desired quality conditions and comply with organisational and legal requirements. For instance, suppliers should be able to provide relevant insight in their quality processes and should possess all required licenses and certifications (e.g. WDA/MIA/GDP/GMP/Organic etc.) for the goods and/or services that they sell to Redcare Pharmacy. This means that without the right licenses/certificates, no goods and/or services can be purchased from the respective supplier. Suppliers who fulfil the demanded requirements are deemed to be qualified for contracting and the procurement of goods and/or services. All necessary supplier licenses and certificates are up to date and are continuously re-requested if they expire in the near future.

As our suppliers are in possession of required licenses and certificates, this further implies that all of Redcare Pharmacy's suppliers are well trained and regularly inspected (by corresponding authorities) with respect to these standards. For example, the GDP guideline requires that all employees involved in wholesale distribution activities are trained on the GDP requirements and they should receive initial and continual training that is relevant to their role⁵.

In addition, Redcare Pharmacy regularly assesses and evaluates the performance of suppliers based on predefined evaluation criteria. This is for example being done by the performance of (risk-based) supplier audits. This enables us to determine the strengths and weaknesses of potential suppliers and is an incentive for quality and performance improvement.

Moreover, when products from eligible suppliers arrive at our warehouse, they are strictly checked on all quality aspects. These include amongst others checking that products are undamaged and that temperatures and expiry dates are within the approved range.

9. Applying safe storage conditions

Safe and appropriate storage conditions of products are key to guarantee product safety. Medicinal products should not be exposed to any contamination which could affect its quality and safety. Based on the Warehouse Management System (WMS) at Redcare Pharmacy, products are automatically allocated to different storage locations in the warehouse. Hereby we assure physical separation of different product types and therefore minimise the risk of contamination. Furthermore, only trained employees have access to the storage areas and there are adequate controls on the expiry date of products. The First-Expired-First-Out (FEFO) Principle is applied in order to ensure that only products with sufficient shelf-life are dispatched to our customers.

The storage of products in the right temperature conditions is an important issue for Redcare Pharmacy due to its high influence on quality and safety. As Redcare

⁵ European Commission. (2013). Good Distribution Practice. *Official Journal of the European Union*.



Pharmacy is both a wholesaler and an online pharmacy, the products need to be stored and transported in the right conditions. There are several measures in place to ensure appropriate temperature conditions throughout the processes of Redcare Pharmacy. The complete warehouse of Redcare Pharmacy is qualified and state of the art temperature controlled. The temperature control system allows the temperature to be continuously controlled at a level within precisely defined limits. A multitude of calibrated data loggers are placed throughout the storage areas. These data loggers capture temperature and humidity and thus enable for the continuous temperature and humidity monitoring of storage areas. In case of deviations from predefined limits, a strict predefined alarm protocol is in place which ensures that temperature deviations are immediately and appropriately handled by responsible employees. In addition, the responsible employees are trained to adequately determine whether the quality of products is affected. In this way, the quality and safety of products is continuously guaranteed.

To safeguard the quality of our products during our last mile process, several rules have been established to identify which package material is being required. Those rules has been established with external experts and is substantiated with data-driven test results, which are being kept up-to-date by newest insights of our testing and validation process.

10. Quality indicators to assess performance

As mentioned in our strategy, it is very important to measure our quality level on a permanent basis. Redcare Pharmacy is committed to reach its own established internal Key Performance Indicators (KPIs) with respect to quality and safety within the organisation. These are the so-called minimum standards of the organisation and is aimed at eliminating all potential harm to our customers and at maximising customer satisfaction. A large variety of indicators are internally (fully digitalized)available for real-time monitoring and continuous improvement.

Next to internal determined KPIs, Redcare Pharmacy, as an e-pharmacy, provides an annual overview of important quality and safety indicators to the Royal Dutch Pharmacists Association (KNMP). Through full digitalisation and monitoring of these indicators, continuous insight and data about the quality and safety level of our pharmaceutical services is available and used to continuously improve the care provided by our pharmacy. The quality indicator results are publicly published by the KNMP⁶.

But we aim for more then a so called minimum standard! Given our company strategy, it's a fact, that rigourous customer centredness – and therewith the perception of pharmaceutical quality and pharmaceutical care for our customers – is within our company DNA. We want to outperform on this with regard to all our competitors (see figure 2) and steer on that actively.

11. Learning from our customers

11.1 Combining Customer Experience and Customer Service

To ensure adherence to our high-quality standards in customer service, we have implemented a variety of mechanisms, starting from the onboarding process. Our

⁶ KNMP. (n.d.). Meting Kwaliteitsindicatoren Farmacie. Retrieved July 7, 2023, from <https://www.knmp.nl/bedrijfsvoering/kwaliteit-zorgverlening/meting-kwaliteitsindicatoren-farmacie>



comprehensive and detailed training program is designed to equip new employees with the necessary knowledge and skills to handle customer inquiries effectively. Beyond initial training, the quality of handling customer issues is continuously monitored to maintain excellence in service.

We conduct regular quality reviews individually with each customer service employee, where the manager and the employee review recorded calls and read through email-communication towards the customer together. These one-on-one sessions provide valuable feedback and foster a culture of continuous improvement. Particular attention is given to identifying pharmaceutical inquiries and ensuring they are promptly referred to our pharmacists.

This structured approach not only ensures that customer service representatives are well-prepared and knowledgeable but also that they maintain high standards in addressing customer needs. By closely monitoring and reviewing interactions, we uphold our commitment to delivering exceptional service and ensuring that all pharmaceutical concerns are handled by qualified professionals.

In addition to our rigorous quality control measures, we integrate Net Promoter Score (NPS) feedback at every touchpoint to gain a comprehensive understanding of customer concerns. By measuring NPS internally across all interactions, we gather valuable insights that reflect the customer's experience and satisfaction. We combine feedback from both direct customer service interactions and NPS surveys to create a holistic view of the issues our customers raise.

Health-related topics are given significant importance in this analysis, ensuring that we prioritize and address critical areas affecting our customers' well-being. This integrated approach allows us to continuously refine our services, respond effectively to customer needs, and maintain our commitment to promoting health and safety.

11.2. Careful handling of customer complaints

At Redcare Pharmacy we constantly wish to improve our customer satisfaction and therefore also the quality and safety of our products, care, services and processes. The adequate managing of complaints within the organisation is an instrument that facilitates the achievement of these objectives. Complaints received from customers are registered, documented, handled, analysed, and evaluated with care in a structured manner. Recurrence of specific complaints can be prevented in the future through the correct processing of incoming complaints, by defining and implementing adequate improvement measures. The managing of complaints relates to one of the most important principles of our QMS, namely the customer centricity. Complaints are seen as useful input – and the best free advice – for continuous quality improvement within Redcare Pharmacy that will raise the quality of products, care, services and processes to an even higher level.

In case customers are not satisfied with the handling of a complaint, there is an easily accessible possibility to file a complaint to our internal Complaints Advisory Committee. This Committee consists of several experts in Legal, Pharmacy and Health and strives for a continuous improvement of processes and services. The Committee is responsible for investigating the complaint, achieving a careful assessment of the complaint and providing the Board of Directors with appropriate advice regarding the specific complaint. Next to that, if customers are still not satisfied with the outcome of the Complaints Advisory Committee, customers have the



possibility to file their complaint externally with a Dispute Committee (Geschillencommissie, SKGE) that we are affiliated to. The Dispute Committee advises, mediates and assesses complaints subsequently.

These procedures provide our customers with a variety of possibilities to file a complaint and to retrieve independent assessment on their complaint. Customers are informed about both these Committees through our website, in which all information about complaint handling is documented. Clear guidance for our customers on when and how to address these Committees is further described there as well.

11.3. Quality through the eyes of our customer

As Redcare Pharmacy, customer feedback is considered as very valuable and the best free advice to be able to (further) improve our internal products, care, services and processes which will lead to an even better customer satisfaction in the future. In Figure 2, below, it is visible how customers rate Redcare Pharmacy in terms of 'good quality' fully objectivated by an independent external company. In recent years, there has been a strong upward and positive trend in the perceived quality perception delivered to our customers. We are proud of where we stand today, but want to continue to get even better on a daily basis. The customer deserves that, and even more, he is really at the centre of our handling.

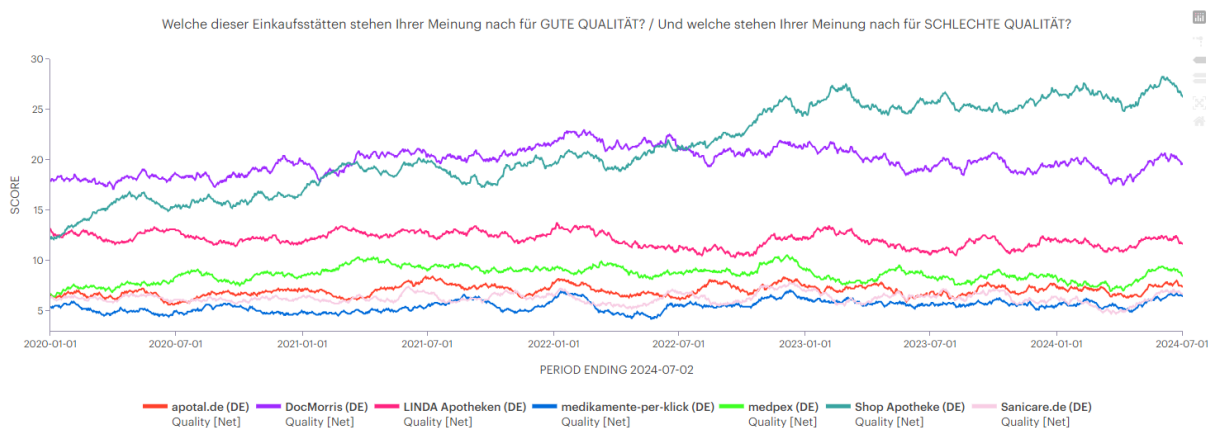


Figure 2. Brand Index Quality measurement (January 2020 – July 2024). Source: [YouGov BrandIndex](#).

12. Safeguarding food safety

Redcare Pharmacy stores and distributes a wide range of food products, received from various suppliers. As Redcare Pharmacy continually strives to provide excellent safety of products, safety with regard to the storage and distribution of food products is crucial. In order to be able to maintain a high level of food safety, a regularly trained Hazard Analysis and Critical Control Points (HACCP) team is established that continuously identifies possible hazards and monitors the level of food safety within the organisation. Furthermore, an HACCP system is in place which is in accordance with the principles of HACCP that are identified and described in the Codex Alimentarius of the World Health Organization. This HACCP system ensures the identification, monitoring and handling of hazards and critical control points within an extensive, well-considered hazard analysis.



13. Appropriate training for employees

The appropriate training of employees is a significant theme within the organisation. At Redcare Pharmacy, the aim is to go beyond what is required by law and regulations when it comes to the training of employees. Trainings are conducted to ensure employees throughout the entire organisation are aware of and trained on the highest safety and quality levels. At the onboarding of Redcare Pharmacy, each employee receives a standard Quality, Safety & Security training to ensure a baseline level of knowledge. This training is accompanied by a test that has to be passed before the first working day, in this way it is ensured that all employees are not only trained on the basic Quality, Safety & Security aspects, but they really understand it. More detailed and specific trainings are customised for the appropriate functional groups and roles. For example, we have established amongst others a GDP advanced training for specific employee groups and an audit training based on ISO 9001:2015 for specific employee functions.

An annual training overview is present within Redcare Pharmacy. This annual training overview describes the by Redcare Pharmacy offered training initiatives for our employees that are considered internally necessary or are externally required by law. The annual training overview contains an overview of mandatory trainings for the entire organisation, specific functional groups, as well as functional roles. It summarises information on the training content, required frequency, assigned obligation, targeted employee groups, and executing department. Next to providing a necessary overview, the annual training overview is an organisational tool that supports the continuous development of all our employees and enables us to keep up to date with the latest developmental trends and requirements. The status of the trainings listed in the annual training overview is accurately documented in the existing integrated training overview. This document records which employee completed which training.

In order to keep the knowledge and expertise of our pharmaceutical staff at an excellent level, our qualified staff members are getting continuous training over the latest pharmaceutical standards and developments. Several conversation guidelines are established to support the staff members in order make sure that our customers receive qualitative pharmaceutical consultation. Furthermore, quality analysis and checks are being performed so that we can take measures both on individual, team and organisational level in a way that we continuously improve the level of customer experience and the level of pharmaceutical services that we are providing.

14. Continuous insights in performance and improvement possibilities

14.1. Execution of audits as daily business

A comprehensive policy for conducting audits has been established within Redcare Pharmacy. Risk-based internal audits are conducted regularly and intensively throughout the organisation to determine the extent to which our products and services meet set internal and external guidelines, protocols and/or standards. All audits are documented in great detail in an annual audit planning, which is shared within the organisation. Different types of audits like mystery calls, mystery orders, departmental audits as well as in-depth audits are performed to get a good insight in the quality of our processes and services. Performing audits contributes to creating a culture based on safety and quality awareness, continuous improvement and learning throughout the organisation. Internal audits are a useful instrument to



identify defects and opportunities for improvement. In addition, the measures required to maintain and/or improve the required safety and quality become visible and tangible.

Next to internal audits, Redcare Pharmacy is regularly being inspected on several international and national standards by external authorities. These inspections provide useful insights on compliance to quality standards and identify important risks and opportunities for improvement. Compliance to international standards is considered crucial within Redcare Pharmacy and helps the organisation to maintain a high level of safety and quality, and improve performance even further.

14.2. Quarterly management review on all quality and safety aspects

The periodically executed management review directly contributes to improving quality and safety of products and services at Redcare Pharmacy. The management review is a quarterly internally developed and published report describing the recent developments of every aspect within the QMS of the organisation. The purpose of the review is to continuously improve the QMS and make sure that it is suitable, adequate and effective. Actions are addressed to the Senior Management and are followed up in alignment with the Executive Management. It is a method of regular communication and alignment in which shortcomings become apparent. The main goal of this review is to contribute to quality improvement instead of merely justifying.

15. Management of changes and deviations

A framework for change and deviation management is implemented within Redcare Pharmacy. This framework enables us to successfully overcome deviations, to develop corrective and preventive actions and to implement changes in a risk-oriented and effective manner. Corrective and preventive actions (CAPA) are applied to adequately deal with deviations. Based on the CAPA system, non-conformities and quality problems can be identified, analysed, investigated and effective actions can be taken to prevent their reoccurrence. Furthermore, change control is implemented within Redcare Pharmacy to control and deal with changes in an effective manner. The main goal is to ensure that all changes within Redcare Pharmacy that might potentially affect the quality of our products and services or the reproducibility of processes, are carefully evaluated, documented, reviewed and controlled. With respect to change management, a clear and straightforward procedure is predefined and followed by trained employees at all times. Through the appropriate controlling and handling of deviations and changes, potential risks that might have a negative effect on the quality and safety of our products and services are identified and minimised by Redcare Pharmacy.