

Consolidated Environment, Social & Governance (ESG) Data Table		GRI Standards	SASB	FY2022
Economic				
1	Rand Value of Revenue Generated – Dispensary			7 084 740 363
2	Rand Value of Revenue Generated – Healthcare and nutrition			5 199 530 481
3	Rand Value of Revenue Generated – Personal care and beauty			14 169 480 726
4	Rand Value of Revenue Generated – Baby care			3 223 100 766
5	Rand Value of Revenue Generated – Other			729 758 664
6	Rand Value of Revenue Generated – ALL	201-1		30 406 611 000
7	Rand Value of Total Revenue Generated in South Africa	201-1		30 082 877 076
8	Percentage of Revenue Generated in South Africa	201-1		98.9%
9	Rand Value of Total Revenue Generated per Employee	201-1		1 548 040
10	Rand Value of Net Profit After Tax Generated	201-1		890 105 006
11	Rand Value of Net Profit After Tax Generated in South Africa	201-1		898 242 736
12	Percentage of Net Profit After Tax Generated in South Africa	201-1		100.9%
13	Rand Value of Net Profit After Tax per Employee	201-1		45 316
14	Rand Value of Total Compensation Paid to Employees, including wages and benefits	201-1		4 113 170 922
15	Average Compensation Paid to Employees , including wages and benefits	102-38		209 407
16	Rand Value of Total Compensation Paid to Employees, including wages and benefits – in South Africa	201-1		3 542 808 414
17	Percentage of Total Compensation Paid to Employees, including wages and benefits in South Africa	201-1		86.1%
18	Total Rand Value of Compensation Paid to Executive Directors - Excluding Gains Realised from LTIP Awards			53 939 000
19	Average Compensation per Executive Director (Rands) - Excluding Gains on the Exercise of Share Options			17 979 667
20	Income Disparity Ratio: Average Compensation paid to Executive Directors relative to Average Compensation Paid to Employees – Excluding LTIP	102-38		85.9
21	Total Rand Value of Gains Realised from LTIP Awards – Executive Directors			0
22	Total Rand Value of Compensation Paid to Executive Directors – Including Gains Realised from LTIP Awards			53 939 000
23	Average Compensation per Executive Director (Rands) – Including 'Gains Realised from LTIP Awards'			17 979 667
24	Income Disparity Ratio: Average Compensation paid to Executive Directors relative to Average Compensation Paid to Employees – Including LTIP	102-38		85.9
25	Total Compensation Paid to Prescribed Officers – Excluding Gains Realised from LTIP Awards			34 289 000
26	Average Compensation per Executive Director & Prescribed Officers – Excluding Gains Realised on LTIP Awards			11 028 500
27	Income Disparity Ratio: Average Executive Director & Prescribed Officer Compensation relative to Average Employee Compensation	102-38		52.67
28	Ratio of Net Profit After Tax per Employee to Average Compensation per Employee			0.22
29	Rand Value of Total Taxes Paid, inclusive of VAT, Income Tax, Royalties, Rates & Taxes, and all other payments to Government	201-1		337 124 000
30	Rand Value of Dividends Paid to Shareholders	201-1		458 568 000
31	Rand Value of Retained Earnings	201-1		1 776 310 000
32	Ratio of Payments to Employees relative to Dividends paid to Shareholders			8.97
33	Ratio of Payments to Government relative to Dividends paid to Shareholders			0.74
34	Rand Value of Current Assets – Total			8 853 871 000
35	Rand Value of Current Assets – in South Africa			8 732 917 554
36	Rand Value of Current Liabilities – Total			7 494 108 000
37	Rand Value of Current Liabilities – in South Africa			7 342 694 023
38	Rand Value of Share Buybacks			0
39	Rand Value of Capital Expenditures (Capex)			377 265 000
40	Rand Value of Capital Expenditures (Capex) – in South Africa			366 314 000
41	Rand value of investements to expand into new stores			237 074 000
42	Rand value of investments to improve existing stores			140 191 000
43	Rand value of investments in future infrastructure			200 000 000
44	Rand value of investments into maintaining current infrastructure			140 191 000
Governance				
45	Number of Board Members	102-22		9
46	Number of Board Members who are deemed Non-Executive	102-22		6
47	Percentage of Board Members who are deemed Non-Executive	102-22		66.7%
48	Number of Board Members who are deemed Executive	102-22		3
49	Number of Prescribed Officers (Note: Persons who are NOT already counted as "Executives")	102-22		5

50	Number of Board Members who are deemed 'Independent'	102-22	5
51	Percentage of Board Members who are deemed 'Independent'	102-22	55.6%
52	Number of Board Members who are deemed 'HDSA'	102-22	4
53	Percentage of Board Members who are deemed 'HDSA'	102-22	44.4%
54	Number of Board Members who are Women	102-22	3
55	Percentage of Board Members who are Women	102-22	33.3%
56	Average Length of Executive Director Service (in years)	102-22	5.3
57	Average Length of Non-Executive Director Service (in years)	102-22	3.8
58	Average Length of Director (full Board) Service (in years)	102-22	4.3
59	Average Age of Directors (in years)	405-1	51.9
60	Overall Board and Committee Meeting attendance.		95.7%
61	Name of Financial Auditor		Mazars
62	Auditor Remuneration: % of Non-audit Fees		0.0%
63	Length of Current Auditor's service		1
64	Independence of Board Chairman	102-23	Yes
65	Does the company have a publicly available policy on Board Conflicts of Interest & PEP?	102-25	Yes
66	Does the company have a publicly available human rights policy?	412-2	Yes
67	Number of staff disciplined or dismissed due to non-compliance with anti-corruption policy/policies		0
68	Total cost of fines, penalties or settlements in relation to corruption, bribery or anti-competitive standards		0

Labour

69	Total Number of Employees – Permanent		16 788
70	Total Number of Employees – Fixed term (>90 days, but not permanent)		195
71	Total Number of Employees – Temporary (<90 days)		657
72	Total Number of Employees – ALL	102-7 & 102-8	19 642
73	Total Number of Contractor Employees (i.e., "Contractors")	102-7 & 102-8	429
74	Total Number of Employees and Contractors	102-7 & 102-8	20 071
75	Total number of employees and contractors operating in South Africa	102-7 & 102-8	19 744
76	Percentage of employees and contractors operating in South Africa	102-7 & 102-8	98.4%
77	Percentage of management (Top and Senior) deemed 'HDSA'	405-1	11%
78	Percentage of management (Top and Senior) who are women	405-1	5%
79	Percentage of employees who are deemed 'HDSA'	405-1	69%
80	Percentage of employees who are women	405-1	63%
81	Percentage of employees who are 'permanent'	102-8	84%
82	Number of employees who are deemed 'disabled'		18
83	Number of registered nurses		509
84	Percentage of employees who belong to a Trade Union	102-41	0.3%
85	Total number of new employees hired (new engagements)		5 397
86	Number of Employee Terminations		4 576
87	Employee Turnover (i.e., number of persons who departed relative to the total number of employees at year end)	401-1	23.0%
88	Total Number of Person Hours Worked (PHW)		40 098 327
89	Total number of employees trained, including internal and external training interventions	404-1	1 011
90	Percentage of Employees Trained in South Africa	404-1	87%
91	Rand Value of Employee Training Spend	404-1	25 037 238
92	Percentage of Training Spend in South Africa	404-1	100%
93	Number of employees who completed customer services training		345
94	Total number of employees on Learnerships		696
95	Total number of employees on Apprenticeships		0
96	Total number of internships		54
97	Percentage of Learnership, Apprenticeship and Internship candidates that are HDSA		70%
98	Total number of Person Days lost due to Absenteeism		440 843
99	Percentage of Total Person Days lost due to Absenteeism		8.8%
100	Total number of Person Days lost due to Industrial Action (i.e., strike action)		0
101	Percentage of Total Person Days lost due to Industrial Action		0.0%
102	Number of reports of discrimination and harassment incidents		4

Production				
Sales/Manufactured Capital				
103	Number of product units sold during the year		452 779 175	
104	Total number of sales transactions		67 259 476	
105	Average revenue per sales transaction		452	
106	Total number of online sales transactions		337 699	
107	Average revenue per online sales transaction		90 041	
108	Rand Value of total inventory as at FYE		5 758 858 000	
109	Average age of inventory (days)		89	
110	Number of trading weeks		52	
111	Average number of transactions per week		1 293 451	
112	Total number of customer deliveries		215 954	
113	Average revenue per delivery		1 042	
114	Number of product recalls	HC-DR-250a.2	4	
115	Number of Covid-19 Vaccinations Administered		1 420 000	
116	Average Number of Vaccinations Administered per Store		13 524	
Loyalty Programme				
117	Number of active benefit members		6 989 277	
118	Growth in benefit members (%)		6.3%	
119	Percentage of sales transactions through benefit loyalty cards		71.9%	
120	Rand Value of redeemed benefits through benefit programme		307 700 000	
Customer Satisfaction				
121	Number of customer complaints		23 651	
122	Number of customer returns		10 178 026	
123	Rand Value of product returns by customers		2 027 539 185	
124	Percentage of Customer Retention		71.9%	
Property, Equipment & Vehicles				
125	Number of new stores opened during the year		12	
126	Number of stores		289	
127	Number of stores – in South Africa		283	
128	Area of stores (m ²)	HC-DR-000.B	320 011	
129	Area of stores – in South Africa (m ²)		311 166	
130	Number of warehouses and distribution centres		5	
131	Number of warehouses and distribution centres – in South Africa		5	
132	Total area of warehouses and distribution centres (m ²)		80 479	
133	Total area of warehouses and distribution centres – in South Africa (m ²)		80 479	
134	Number of In-Store Dispensaries	HC-DR-000.A	254	
135	Number of In-Store Dispensaries – in South Africa		248	
136	Number of clinics		466	
137	Number of Stores that Administer Covid-19 Vaccinations		105	
138	Number of delivery vehicles		245	
Health and Safety				
139	Number of Fatalities (i.e., injuries on duty leading to death...excluding the deaths of workers not occurring 'at work')	403-9	2	
140	Number of First Aid Cases (FACs, i.e., injuries on duty leading to minor treatments, such as a plaster or a pain tablet)	403-9	7	
141	Number of Medical Treatment Cases (MTCs, i.e., injuries on duty leading to medical treatment, but no lost days)	403-9	12	
142	Number of Lost Time Injuries (LTIs, i.e., injuries on duty leading to at least one lost day)	403-9	28	
143	Total Number of Recordable Injuries, including MTCs, LTIs and Fatalities	403-9	42	
144	Fatal Injury Frequency Rate (FIFR, i.e., number of Fatalities per 200 000 person hours worked)	403-9	FB-MP-320a.1	0.01
145	Lost Time Injury Frequency Rate (LTIFR, i.e., Number of LTIs per 200 000 person hours worked)	403-9		0.14
146	Total Recordable Injury Frequency Rate (TRIFR)	403-9	FB-MP-320a.1	0.21
147	Number of Staff Covid-19 Cases			2 822
148	Total Number of Employees & Contractors receiving Voluntary Counselling and Testing (VCT) for HIV/AIDS (i.e., counselled)	403-3		Avg 40 pm
149	Total Number of Employees & Contractors Tested for HIV/AIDS	403-3		Avg 40 pm
150	HIV/AIDS Prevalence Rate amongst employees	403-10		3.5%

151	Number of operational health and safety audits conducted		0.00
152	Number of food and safety audits conducted		300
153	Number of food safety product tests (Including routine microbiological tests, residues, shelf-life, nutritional information, etc.)		400
154	Number of pharmaceutical product safety tests		304

Environmental

Energy

155	Total volume of non-renewable fuel consumption – Diesel (m ³)	HC-DR-130a.1	1 305
156	Total volume of non-renewable fuel consumption – Petrol (m ³)	HC-DR-130a.1	544
157	Total Direct Energy Consumption (Gigajoules, GJ) – i.e., from non-renewable fuels burned	302-1 HC-DR-130a.1	70 453
158	Total Direct Energy Consumption (Gigajoules, GJ) – i.e., from renewable fuels burned	302-1 HC-DR-130a.1	0
159	Percentage of Direct Energy Consumption from renewable fuels	302-1 HC-DR-130a.1	0.0%
160	Total Direct Energy Consumption (Gigajoules, GJ) – Renewable + non-renewable fuels	HC-DR-130a.1	70 453
161	Direct Energy Efficiency: Total Direct Energy Consumed per Person Hour Worked (kJ/PHW)	302-3	1 757.01

Carbon Footprint

162	Carbon Emissions (tonnes CO ₂ e) – Scope 1	305-1 FB-MP-110a.1	4 747
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Waste

163	Total Volume of Hazardous/Medical Waste Disposed (Tonnes)	306-2	62
164	Total Volume of Waste sent for Recycling (Tonnes)	306-2	3 997

CSI/SED Expenditures

165	Rand Value of Loyalty Member Spend that is Donated to Charities		17 100 000
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Enterprise Development

166	Rand Value of Enterprise Development Spend (i.e. support for small business)		23 400 000
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