

Sustainability Report 2023



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Facts & figures



Healthier People

- 19 million drug safety notes sent
- Introduction of eRx next-day delivery service
- New chronic care service for diabetes



Sustainable Planet

- 100 % recycled filling material in all entities
- Improvement and expansion of CO₂ measurement
- 13 % reduction of CO₂ emissions (scope 1–3)



Caring Company

- Development of the well-being strategy
- Data protection & cybersecurity awareness training for all employees



Reliable Partnerships

- Supplier Code of Conduct was implemented
- >200 industry partners attend second DocMorris Supplier Day

About DocMorris

The Swiss-based DocMorris AG is a leading company in the fields of online pharmacy, marketplace and professional healthcare with strong brands in Germany and other European countries. Deliveries are mainly from the highly automated logistics centre in Heerlen, the Netherlands, with a capacity of over 27 million parcels per year. In Spain and France, the company operates the leading marketplace for health and personal care products in Southern Europe. With its business model, DocMorris offers its patients, customers and partners a broad range of products and services. In doing so, DocMorris is pursuing its vision of creating a digital health ecosystem for everyone to manage their health in one click.

The company was renamed from Zur Rose Group AG to DocMorris AG in May 2023 after the Swiss business was sold to Migros/Medbase. Excluding the Swiss business, about 1,600 employees in Germany, the Netherlands, Spain, France and Switzerland generated an external revenue of CHF 1,038 million serving over 9 million active customers in 2023. GRI 2-1, 2-2, 2-6, 2-7

Foreword

With our third 2023 Sustainability Report, we show continued substantial progress in our operations and reporting. We achieved our targets across our four sustainability pillars, set progressive new targets for 2024 and improved our reporting quality. Our patients and customers are always at the core of what we do. For both them and us, 2023 was a turning point. The introduction of the German electronic prescription marks a significant leap forward for our digital health ecosystem, enabling us to achieve our **purpose to deliver the most effective and empathetic healthcare imaginable. To everyone. Anytime. Anywhere. In one click.**

In 2023 we further enhanced our sustainability governance structure, with dedicated responsibility for Sustainability at the level of the Board of Directors. Sustainability at DocMorris is a company-wide effort, where each of our four sustainability pillars go hand in hand: Healthier People, Sustainable Planet, Caring Company and Reliable Partnerships. We set targets for each of these pillars that are closely aligned with the Sustainable Development Goals (SDGs) of the United Nations. In 2023 we reduced our CO₂ emissions by about 13%, launched a new care programme for diabetes, raised cybersecurity awareness among colleagues and implemented our Supplier Code of Conduct.

In 2024 we will launch further care programmes aimed at assisting our patients and customers to better manage their health, reduce our direct (scope 1) and indirect (scope 2) greenhouse gas (GHG) emissions, while working towards achieving net neutrality. We will reinforce our cultural principles, promoting a sense of shared ownership and seek consensus together as a team. In pursuit of these targets, we will continue to deepen our already inclusive workplace diversity.

As you read this report, we hope that you will recognise a core principle that has been evident since the foundation of DocMorris: We strive towards enhancing the health and well-being of our patients and customers by creating a world where everyone can manage their health in one click. For us, sustainability is fuelled by innovation. We firmly believe that only in partnership with all of our stakeholders can we achieve our mission to create a sustainable future.

Your sincerely,



Walter Hess
Chief Executive Officer
GRI 2-22



Walter Hess

2 Sustainability approach

The sustainability approach of DocMorris is structured along four strategic pillars:

- Healthier People
- Sustainable Planet
- Caring Company
- Reliable Partnerships

DocMorris' commitment to health and well-being determines how the company views its role in contributing to a sustainable future. It develops and implements measures in these fields, seeking intersections and holistic approaches that foster well-being for both people and the planet. These include responsible economic activities, social responsibility, environmental protection, and ethical business conduct – all of which are critical for maintaining the company's position as a responsible citizen. As part of its ongoing stakeholder engagement, DocMorris systematically informs its stakeholders about its corresponding performance against these four pillars.

2.1 Sustainability strategy

DocMorris recognises that strategic planning and management of risks and opportunities are not just financial decisions but must encompass all parts of the business and its impacts. This includes supporting the health and well-being of people as a fundamental aspect of DocMorris' sustainability strategy (Healthier People). It is also important for DocMorris to factor in the effect that its business has on the environment and climate, and to act to protect it (Sustainable Planet). Furthermore, the strategy considers DocMorris' prosperity by ensuring sustainable corporate governance and accounting for any impacts on its workforce (Caring Company). Finally, DocMorris aims to cultivate healthy relationships and contribute to sustainable development in collaboration with its stakeholders (Reliable Partnerships).

To address these issues systematically, DocMorris has developed a sustainability approach that covers responsible economic activities, social responsibility, environmental protection and ethical business conduct.

The sustainability strategy is part of the business strategy that identifies the topics where DocMorris has a considerable impact on society and the environment and, conversely, the topics that have a significant influence on the company's success. It also determines how DocMorris approaches and manages its material topics (see chapter 2.2 for details about the materiality analysis). These material topics lie at the heart of the company's sustainability endeavours. DocMorris considers it crucial to regularly review its strategic positioning to redefine targets and to adapt to changes at an early stage. This includes considering the requirements of the capital market, customer expectations and digitalisation of the business. New legislation, product and service innovations and the ongoing devel-

opment of communication channels also require a high degree of flexibility, foresight and adaptability.

In 2022, DocMorris refined its sustainability strategy based on the materiality assessment, sharpening its focus on carbon footprint, and diversity and inclusion. DocMorris also revised its strategy and implementation plan to anchor the topic of sustainability more firmly across the company and to take all employees on the journey. To this end, DocMorris set firm targets that are tied to executive compensation and established internal communication on the topic.

2.2 Materiality analysis

To determine the key economic, environmental, social and governance topics for a company, it is important to view the task with a relevant perspective: a materiality analysis. The analysis develops a comprehensive list of potentially relevant material topics, and then systematically assesses their relevance from different perspectives.

DocMorris' materiality assessment was conducted in collaboration with external experts, stakeholders and the Executive Board and was supported by a specialised external consultancy. For the assessment, a list of potentially relevant topics, based on recognised (i) sustainability standards (including SASB and GRI Standards), (ii) criteria used in sustainability rankings and (iii) topics addressed by peers of DocMorris, was compiled and consolidated into 30 topic groups for further evaluation. These topics were then examined from three perspectives:

- assessing the relevance of the topics to the long-term business success of DocMorris by conducting an online survey among selected internal managers;
- assessing the impact of DocMorris' business activities on sustainable development by interviewing experts from the field and
- assessing the relevance for stakeholders through an online survey with suppliers, employees, customers, business partners, investors and analysts internationally.

Once the topics were mapped according to their materiality within these three parameters, they were evaluated and validated by DocMorris' Sustainability Steering Committee.

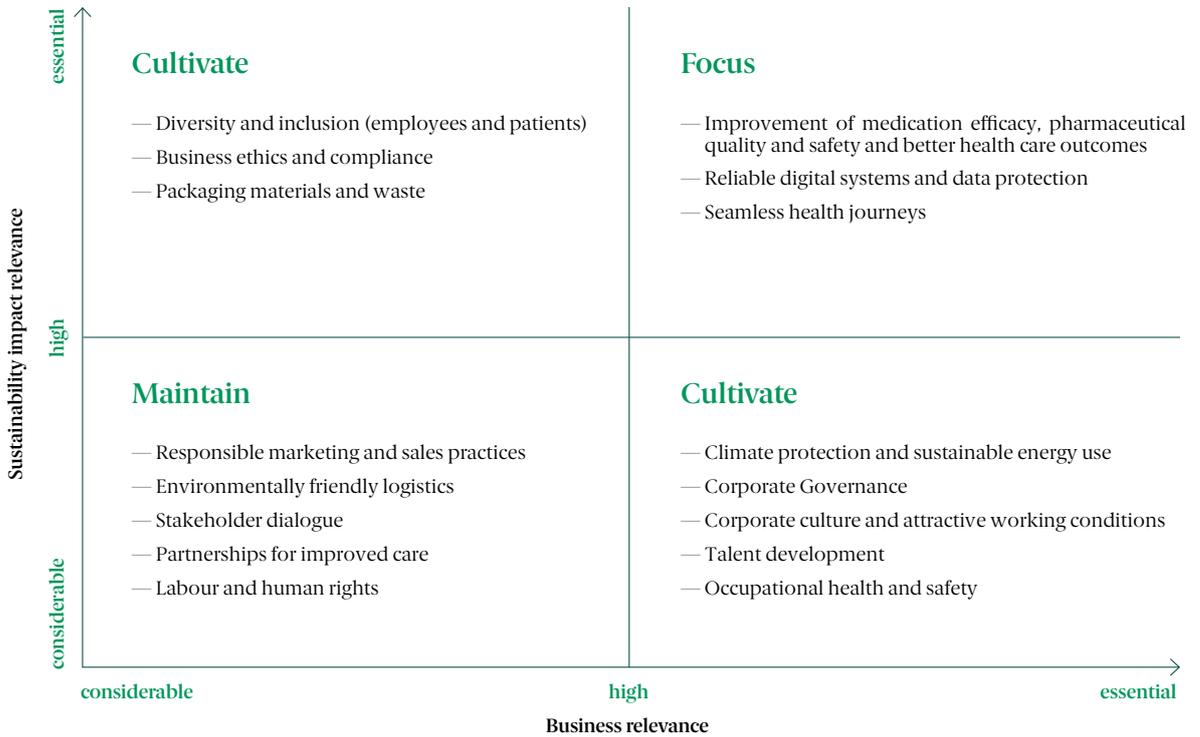
In light of the update of the GRI Standards and the introduction of the Corporate Responsibility Initiative (RBI) counterproposal, DocMorris fine-tuned its materiality matrix in 2022 by shifting the focus from the "stakeholder" dimension to the visualisation of the "impact". Moreover, some topics were merged to better reflect the content. The analysis resulted in the 16 material topics shown in the Focus, Cultivate and Maintain sections of the materiality matrix.

They form the core of the company’s strategic approach to sustainability and the focus for the content of this report.

As part of the materiality analysis, DocMorris ensured a continuous dialogue with its stakeholders (see chapter 6, “Reliable partnerships” for more details about the stakeholder approach). The outcome of the materiality analysis was presented to and approved by the Board of Directors and the Executive Board.

DocMorris will undertake a new comprehensive materiality analysis in 2024 as part of its preparation for extensive European Sustainability Reporting Standards (ESRS). GRI 2-14, 3-1, 3-2

Materiality matrix of DocMorris
GRI 3-2

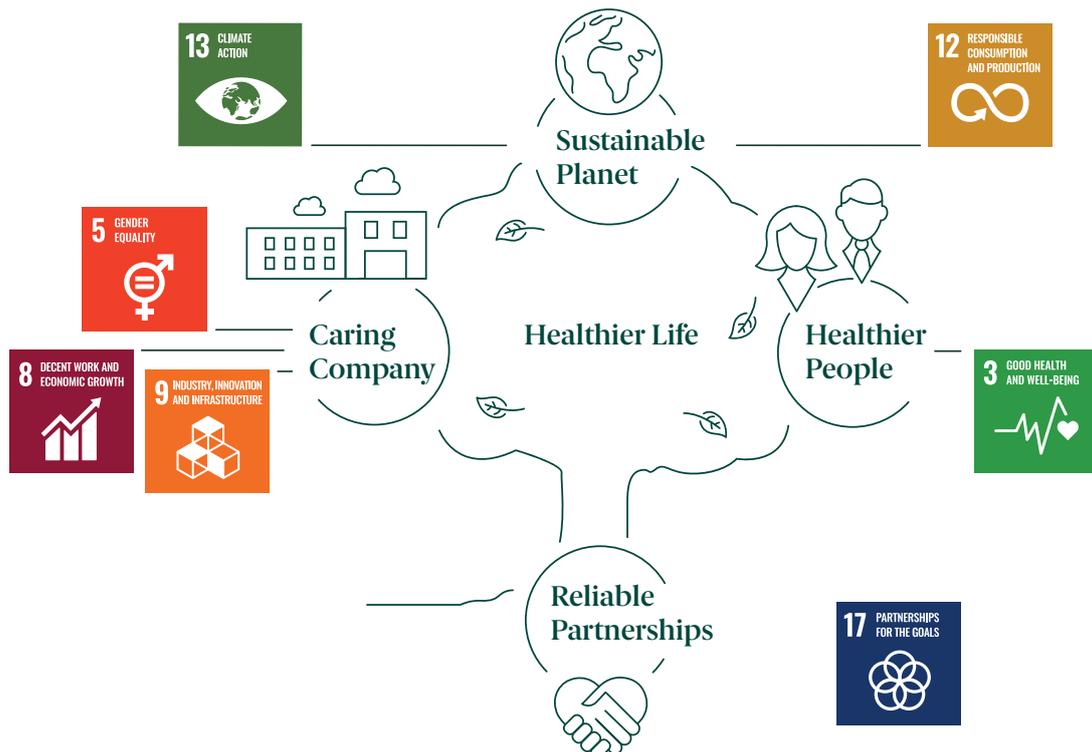


2.3 Committed to the Sustainable Development Goals (SDGs)

DocMorris' sustainability strategy is inspired by and aligned with the United Nations' Sustainable Development Goals (SDGs), which were developed as a global blueprint to achieve a better and more sustainable future for all. While all 17 SDGs are related to the company's activities and impact, the company has identified seven that are most closely linked to the pillars of its sustainability strategy:

- SDG 3 Good Health and Well-Being
- SDG 5 Gender Equality
- SDG 8 Decent Work and Economic Growth
- SDG 9 Industry, Innovation and Infrastructure
- SDG 12 Responsible Consumption and Production
- SDG 13 Climate Action
- SDG 17 Partnerships

DocMorris is also committed to the United Nations Global Compact (UNGC), the world's largest corporate sustainability initiative with a mission to help companies align their strategies and operations with universal principles relating to human rights, labour, the environment and anti-corruption. In 2022, DocMorris handed in its first Communication on Progress (CoP) and reiterated in its Letter of Commitment to support public accountability and transparency and to report annually on the progress made regarding the implementation of the Compact's Ten Principles. The latter are derived from the Universal Declaration of Human Rights, the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development, and the United Nations Convention Against Corruption.



2.4 New targets for 2024 continue to be tied to Executive Compensation

In 2021, DocMorris published its first sustainability report and undertook significant efforts to drive projects forward to achieve progress. Against this background and in order to strengthen responsibility at the highest level, in 2022 DocMorris set itself specific short-term, mid-term and long-term targets in each of the four strategic pillars. These targets are tied to short-term incentives (STI) of the Executive Board. The sustainability targets reflect the refined sustainability strategy with an enhanced focus on carbon footprint, diversity and inclusion and emphasise the strong commitment of DocMorris to act in a transparent and accountable manner. As will be outlined at the beginning of the respective chapters, the main targets (see the table below) are complemented by further non-time-specific additional targets that represent key areas of focus, thereby expanding and reinforcing the company's efforts.

In 2023, DocMorris achieved all of its targets set for 2023 as shown in the tables below and set the foundations to achieve its mid- and long-term targets.

Target achievement in 2023

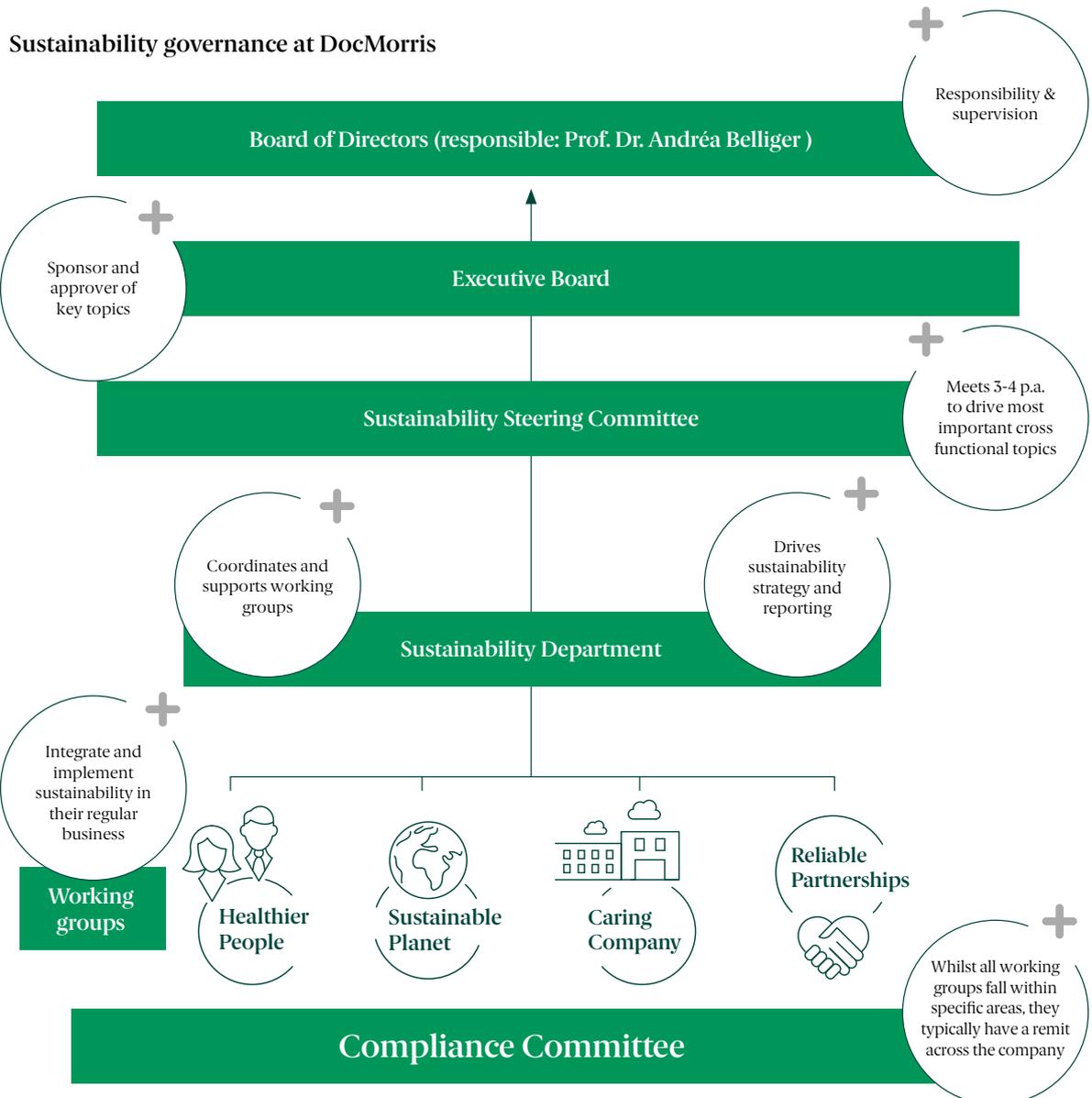
Main short-term target 2023	Result
Healthier People	
We increase the number of pharmaceutical information letters.	✓ We expanded the range of products for information letters for customers who ordered products from specific groups for the first time, from 137 to 176.
We increase the services for patients suffering from chronic diseases.	✓ We went live with the new Journey Diabetes, which is integrated into DocMorris chronic care services, and we also started to offer Clinical Pharmacy Services.
Sustainable Planet	
We reduce the CO ₂ emissions at our sites by 4.2% per year (scope 1 & 2) with 2022 as the base year.	✓ We were able to reduce our emissions by 13% compared to 2022.
Caring Company	
We ensure that over 95% of DocMorris' management undergoes training in our core cultural principles.	✓ 100% of the Board Management and the extended management have been trained in our core cultural principles.
We reduce the gender pay gap in all major regions (Germany, Netherlands, Switzerland, Spain) to below 5%.	✓ Gender pay gap is below 5% in all major regions.
Reliable Partnerships	
Finalise and implement Supplier Code of Conduct	✓ DocMorris implemented its Code of Conduct for Suppliers together with the EAEP (European Association of E-Pharmacies).

Future targets

2024	Mid-term	Long-term
Healthier People		
1. We increase the number of pharmaceutical information letters. 2. We increase the services for patients suffering from chronic diseases. 3. We expand the follow-up prescription service.	1. We expand our digital health ecosystem platform. 2. We set specific targets as new services are launched.	1. We work towards achieving our vision of enabling everyone to manage their health in one click.
Sustainable Planet		
1. We reduce CO ₂ emissions at our sites by 4.2% per year (scope 1 & 2).	1. We reduce CO ₂ emissions at our sites by 25% until 2030 (scope 1 & 2) with 2022 as the base year.	1. We work towards net zero by 2050.
Caring Company		
1. We train >80% of our workforce in our core cultural principles. 2. We keep our adjusted gender pay gap at or below the current level of around 3%. 3. We strengthen our communication and culture by using the company-wide system for employee dialogues #OurJourney for >95% of our employees.	1. We strengthen the focus on intercultural diversity. 2. We achieve equal pay for all genders. 3. We train all of our colleagues in our core cultural principles.	1. We remain an employer of choice where people want to work and build a career. 2. We will be a leader in corporate social responsibility, including human rights.
Reliable Partnerships		
1. 25% of our suppliers have agreed to the Supplier Code of Conduct.	1. All of our suppliers have agreed to the Supplier Code of Conduct by 2030.	1. We work on human rights within the whole supply chain (upstream & downstream).

2.5 Sustainability governance structure: Further increasing relevance

Overall responsibility for the sustainable development of DocMorris lies with the Board of Directors and the Executive Board. As of 2023, Prof. Dr. Andréa Belliger is responsible for Sustainability within the Board of Directors. DocMorris uses its Sustainability Steering Committee as a Group-wide cross-sectional coordination body to link governance to business. The Sustainability Steering Committee reports on a regular basis on important developments to the Board of Directors and the Executive Board (i.e. regularly at the Executive Board meeting and Board of Directors meeting; additional meetings with selected members of the Board of Directors and Executive Board). As part of the materiality assessment (see chapter 2.2), the material topics were presented to and approved by the Executive Board and the Board of Directors. The Board of Directors approves the sustainability report before publication. GRI 2-9, 2-12, 2-13, 2-14, 2-17



The sustainability function drives the strategy and reporting as well as coordinates and supports the working groups in implementing sustainability topics in their day-to-day work across the four key pillars. The sustainability function reports directly to the Executive Board.

The Sustainability Steering Committee is chaired by the Head of Sustainability. It meets around four times a year to drive the most important cross-functional topics, to ensure collaboration and provide inspiration. It defines priorities, specifies guidelines and recommends initiatives to the Executive Board. Within their respective areas of responsibility, each Board member is responsible for sustainability. In 2023, the Sustainability Steering Committee met four times, with each meeting lasting approximately one hour.

2.6 Note on the Swiss Code of Obligations

Article 964 a-c and j-l of the Swiss Code of Obligations (CO), arising from the counterproposal to the initiative “For Responsible Businesses – Protecting Human Rights and the Environment” (“Corporate Responsibility Initiative” or “Konzernverantwortungsinitiative”), provides reporting obligations and topic-specific due diligence as well as transparency obligations in relation to minerals and metals from conflict-affected areas and child labour. This sustainability report covers the reporting obligations on non-financial matters dealing with business activities in the areas of the environment (chapter 4), social issues (chapter 3), labour issues (chapter 5.4–5.7), human rights (chapter 5.8) and anti-corruption (chapter 5.2) as described in Article 964 b CO (for risks see chapter 2.2 Materiality Analysis). The report was approved and signed by the highest administrative body, the Board of Directors. The company does not source any minerals or metals including minerals or metals that contain tin, tantalum, tungsten or gold and that originate from conflict or high-risk areas as listed in the “Ordinance on Due Diligence and Transparency in relation to Minerals and Metals from Conflict-Affected Areas and Child Labour” (Verordnung über Sorgfaltspflichten und Transparenz bezüglich Mineralien und Metallen aus Konfliktgebieten und Kinderarbeit; VSoTr) Appendix I, part A and part B. DocMorris sells medical, health and beauty products and therefore does not trade with minerals or metals.

DocMorris sources its goods from a large number of direct suppliers as well as wholesalers. The products received are further distributed by DocMorris to end customers. Child labour cannot be ruled out in international trade in general. Although it can be expected that DocMorris is generally not exposed to a high risk of child labour in the supply chain, an extensive supplier-mapping and risk analysis for the suppliers is conducted in order to trace suppliers in high-risk countries or with high-risk products. Based on the analysis no high-risk suppliers were identified. Additionally, DocMorris obliges all their suppliers to sign a Suppliers Code of Conduct that sets out rules which address environmental standards, ethics, corruption and bribery as well as human rights, including a paragraph that excludes child labour. With their signature, the suppliers undertake to exclude child labour. If a supplier is flagged negatively for potential involvement in child labour through our analysis or for non-compliance with the Supplier Code of Conduct, the supplier is contacted and requested to provide a self-disclosure confirming the exclusion of child-labour in the supply chain. If no self-disclosure is provided, deliveries will be discontinued and the contract will be terminated.

The highest governance body (the Board of Directors) is responsible for these topics, together with the COO, the procurement department, the legal department and the sustainability department.

3 Healthier people

In line with DocMorris' vision to create a world where everyone can manage their health in one click, DocMorris actively works towards enabling every chronic patient to receive optimal medical care and take charge of organising their own health.

Highlights 2023

- **Extended medication consultation for polymedication as pharmaceutical service**
- **Launch of Diabetes chronic care services**
- **Next-day delivery service for eRx**
- **Launch of TeleClinic essentials**

These achievements are further explained in the section below.

Target achievement 2023

Main short-term target 2023	Result
We increase the number of pharmaceutical information letters.	✓ We expanded the range of products for information letters for customers who ordered products from specific groups for the first time, from 137 to 176.
We increase the services for chronic disease patients.	✓ We went live with the new Journey Diabetes, which is integrated into DocMorris chronic care services, and we also started to offer Clinical Pharmacy Services.

Future targets

2024 (new)	Mid-term (unchanged)	Long-term (unchanged)
<ol style="list-style-type: none"> 1. We increase the number of pharmaceutical information letters. 2. We increase the services for chronic disease patients. 3. We expand the follow-up prescription service. 	<ol style="list-style-type: none"> 1. We expand our digital health ecosystem platform. 2. We commit to specific goals as new services are launched. 	<ol style="list-style-type: none"> 1. We work towards achieving our vision of enabling everyone to manage their health in one click.

Additional targets: Review of progress in 2023

	Result	2023 progress and outlook
Remain below the package return rate of 1%.		The return rate increased slightly to 1%, due to our Amazon business, focusing on beauty and personal care products. We aim for a return rate below 1% in 2024.
Offer customers more options to find a substitute in case of delivery problems of over-the-counter (OTC) medicines.		We offer our customers extensive support in comprehensive industry shortage issues with over-the-counter (OTC) medicines, assisting them in finding suitable substitutions.
Extend the number of indications available for our chronic care services.		We were able to extend the number of indications available for our chronic care services, e.g. with the new journey Diabetes. We plan to further develop Clinical Pharmacy Services and increase patient-awareness for our chronic care services.
Increase the number of partnerships for chronic care services.		We have onboarded new partners that help us to improve our chronic care services.

3.1 Seamless health journeys

Electronic prescriptions as key enabler for a digital health ecosystem

Electronic prescriptions (eRx) were the main focus for DocMorris in the year 2023. From January 2024, physicians are obliged to issue electronic prescriptions for prescription drugs (Rx). The eRx is an essential building block of the final goal of the German government's plan for end-to-end healthcare digitalisation: The fully integrated electronic health record. eRx is a crucial requirement for patients to manage their health conveniently and seamlessly online. It makes filling a prescription much easier for patients, as it is transmitted digitally to the pharmacy. This increases the convenience for the patient and saves time. Moreover, it allows for the creation of a digital medication plan, which makes it significantly easier for physicians and pharmacists to assess the patient's medication history. From July 2023 electronic prescriptions can be redeemed using the electronic health card. DocMorris mastered the challenge to find a solution for the prescriptions that can be redeemed using the electronic health card: the NFC solution "Cardlink" is expected to be implemented in March 2024.

In light of technology becoming faster, DocMorris optimised its operations and implemented an additional eRx service in 2023, which is the next-day delivery service for eRx: eScripts that are scanned until 8 p.m. are delivered the next day. This service is of great importance for patients as it enables a prompt supply of medication, which is particularly important for critical medication. The next-day delivery service is an important milestone for DocMorris.

A fully digital journey from consultation to treatment

DocMorris not only supports the customer as a pharmaceutical service provider, but also cares about medical treatment with its telemedicine service TeleClinic. By advancing digitalisation, DocMorris can meet customer needs faster and more effectively, thus paving the way for seamless health journeys. TeleClinic offers a digital platform for both practitioners and patients to enable treatments via telemedicine. TeleClinic aims to provide self-determined patients with quick and convenient access to physicians online. The introduction of the electronic prescription supports its endeavour to provide a seamless health journey for its patients. The provider of such services is expected to ensure a safe and easily accessible supply of treatment. Healthcare increasingly relies on supporting platforms that integrate health-related data, facilitating better treatment, which in turn leads to healthier people.

In 2023, TeleClinic expanded its physician network to 2,000 medical practitioners. TeleClinic also expanded its insurance network by 17 to over 40 insurance companies. In addition to the added convenience for the patient of being able to focus on their recovery without leaving their home, this option also serves as a preventive measure against potential contagion in waiting rooms or on public transport. Telemedicine provides relief for medical offices and hospitals and strengthens the medical supply especially in rural areas. Furthermore, TeleClinic launched the Essential Service, as a separate service in the Teleclinic app. This service provides a selection of specific OTC-medication that is suitable for a certain indication and treatment.

Chronic care services at DocMorris

DocMorris continuously aims to expand its services for people living with chronic diseases or health conditions in need of medical care. It supports patients in organising their own health by bringing together high-quality information on disease conditions, treatment options, access to a broad network of healthcare providers (e.g. physical doctors or telemedicine consultations), complementary and valuable digital health services (e.g. digital health apps – DiGAs in Germany, which are paid for by statutory health insurance) as well as access to medication from DocMorris pharmacies to support patients along their health journeys.

On the DocMorris website, dedicated, indication-specific landing pages accompany customers and patients from the awareness of a disease, symptom checks and self-tests, through convenient solutions for medical consultations via telemedicine, to support for therapy through e-prescription services and other health services, with the goal of raising awareness about the disease, supporting the diagnosis and making information accessible. This DocMorris Care service offers a wide range of information on specific health conditions such as asthma, thyroid disease, obesity, and since October 2023 also diabetes. This service allows individuals to educate themselves about new therapy options, medical innovations, coexisting conditions or interrelated health topics. The new Diabetes Journey connects new modules and services for a seamless health journey for those suffering from diabetes, including follow-up prescription service, devices for diabetics, e.g. pumps, tailored product selection for diabetics, and the possibility to speak to a doctor via telemedicine. In addition, a community of diabetes experts has been set up, in which customers are asked about their needs, wishes, required services etc.: This way, DocMorris can learn directly from the customer, their needs and how to improve support. The content for the DocMorris Diabetes Journey is continuously being expanded with articles on the topic, e.g. basic knowledge about different active ingredients/therapies, how-to articles, for instance on how to use an insulin pump.

3.2 Improvement of medication efficacy, pharmaceutical quality and safety and better healthcare outcomes

As Germany's most well-known online pharmacy, DocMorris is working towards its vision by offering high-quality, safe and cost-effective pharmaceutical care. DocMorris embraces its role as a reliable and trustworthy ecosystem partner for patients and customers.

Therapy adherence as the backbone for medication efficacy

Digital health services, such as those provided by online pharmacies, promote higher therapy adherence and minimise medication errors and follow-up costs. To that end, DocMorris aims to simplify healthcare access, improve the effectiveness of medications, and thereby ultimately create better healthcare outcomes.

GRI 203-1, GRI 203-2

DocMorris strives to enhance the experience and health journeys of customers from their first interaction with the healthcare ecosystem throughout the entire journey. This translates into empowering customers with various conditions to better manage their health by providing a network of digital services and personalised treatment options that naturally fit into their lifestyle.

DocMorris' service in Heerlen is particularly useful for chronically ill patients: as part of its service offering to customers who participate in specific indication-related support programmes (e.g. patients with atrial fibrillation), they proactively remind customers in writing and via telephone when it is time to get a new prescription.

A very important service provided by DocMorris deals with follow-up prescriptions: the patients can give their consent for DocMorris to contact their physician in case a new prescription is due and the physician then sends the prescription directly to DocMorris. In this way, patients receive the medication directly from DocMorris without leaving their home or visiting their physician. This is particularly important for chronically ill patients who need to visit their physician on a regular basis to receive their prescription.

Assurance of qualitative and safe drug therapies

The DocMorris pharmacies check every individual order in terms of drug safety, e.g. dosage checks and interaction checks. Various databases support these checks and are updated on a regular basis. Potential medication errors, such as adverse interactions, can be identified and avoided. Depending on the urgency of the plausibility checks, the prescriber or customer will be contacted immediately. The pharmacies also apply maximum quantity restrictions for certain OTC medication (e.g. laxatives, nasal spray).

Additionally, information letters regarding certain indications are sent to DocMorris customers on a regular basis. DocMorris is the industry leader in creating information letters. Pharmaceutical services, for example advisory services for respiratory medication, complement the DocMorris services. With its own pharmaceutical teams (Clinical Services and Pharma Operations), DocMorris ensures and further enhances medication safety. For example, customers receive written information about interactions of drugs, duplicate prescriptions for medical products with the same active ingredients or active ingredients from the same group, as well as important information on the use of the medication and on potential interactions between products and food (supplements). In 2023, DocMorris sent 19.5 million drug safety notes. DocMorris also increased the number of information letters for patients who ordered products from specific groups for the first time, with 176 information letters compared to 137 in 2022, and 1.31 million patients who received a letter, compared with 1.05 million in 2022. These include important pharmaceutical advisory information on the delivered medication. DocMorris reviews the letters continuously and adjusts them if necessary.

Strict quality measures along the supply chain

DocMorris applies high quality standards along its supply chain. Evaluating suppliers is an important way to determine safe sources of supply. DocMorris tracks the steps along the supply chain – from procurement to collection at its distribution centres – to ensure the quality and safety of pharmaceutical products. It also conducts visual inspections of packaging and monitors expiration dates. DocMorris also ensures appropriate drug storage to guarantee safety and uses a special shipment service provider to transport medication that requires refrigeration. Customer contact information is carefully maintained in the event of a drug batch recall. DocMorris fulfils high quality standards and is ISO 9001 certified.

Clear responsibilities to support better healthcare outcomes

DocMorris regularly reviews regulations that pertain to the health and safety impacts of all of its products or services and is working to further improve these outcomes. GRI 416-1 DocMorris in Heerlen started to implement, as a Clinical Pharmacy Service (Pharmazeutisches Dienstleistung, pDL), an extended medication consultation for customers with polymedication who are in ambulatory care and who take at least five systemic/inhaled drugs as long-term medication. Pharmacists conduct an interview with the patient to discuss drug-related problems such as incorrect dosing interval, incorrect timing of medication intake, unsuitable selection of medication, unsuitable dosage form, side effects or interactions. Furthermore, DocMorris offers an additional service for ensuring proper inhalation techniques for patients who have received a new device or are changing their device. The aim of these services is to improve the patient's understanding of their own medication and thus improve adherence. Patients are very happy and grateful for this supportive service and the option of a longer conversation to address their issues. Within DocMorris in Heerlen, the responsibility

for pharmaceutical quality and associated operations lies with the chief pharmacist and pharmaceutical teams that oversee the quality of their processes. DocMorris holds quarterly PQS¹ meetings, which include representatives from various departments involved in the supply process (e.g. chief pharmacist, logistics, purchasing, operations).

In cases of incidents of non-compliance, the responsible persons such as the Chief Pharmacy Officer for DocMorris Heerlen or the Medical Director for TeleClinic are informed and adequate measures are taken.

¹ Pharmaceutical Quality and Safety (PQS)

3.3 Responsible marketing and sales practices

Ensuring fair and transparent marketing and sales practices is crucial for DocMorris. DocMorris is committed to providing customers with adequate and sufficient information about the positive and negative effects of its products and services.

Strong regulatory requirements with significant local differences

DocMorris focuses outbound marketing on topics of general interest and offered services rather than on specific drugs. Marketing is more educational in nature with an emphasis on topics such as the importance of adherence to a schedule of medication. Marketing activities are reviewed and approved by the legal department before they are released to the public. DocMorris regularly conducts market research to assess the success of brand awareness and uses conversion KPIs to track and report on the performance of specific campaigns.

The opinions and expectations of customers are considered in ad hoc customer surveys (topic-oriented), e.g. on the topic of sustainability, own brand, forms of address, certain indications (diabetes). In 2023, five surveys were conducted, mostly with customers who were subscribers to the newsletter. There are also NPS (net promoter score) surveys that are carried out via email as part of the ordering process, and the results are evaluated, with the involvement of the Executive Board.

Safe-use information

The safety of customers is of paramount importance to DocMorris. Accordingly, product information can be found on the package inserts of many prescribed medicines, along with recommended dosage information. DocMorris strictly complies with all regulations pertaining to its products and services, which include safe-use information, as well as a list of the origins of the products' components and the composition of every product. All products and services are verified to comply with relevant rules and regulations. GRI 417-1 In 2023 there were no incidents of non-compliance concerning product and service information and labelling. GRI 417-2 Similarly, there were no incidents of non-compliance concerning marketing communications. GRI 417-3

DocMorris maintains communication channels such as an on-line chat and aims to enhance the diversity of its marketing efforts to ensure accessibility for all. The company uses inclusive language in accordance with the current guide to inclusive language and imagery.

Looking ahead

Coverage of information letters for customers who ordered medication from specific groups for the first time was expanded to 90% from 75%. Further expansion will lead to an even higher coverage in 2024. Additionally, DocMorris is currently considering expanding the Clinical Pharmacy Services with services such as medication reviews with follow-up for patients taking oral anticancer drugs or medication reviews with follow-up for patients taking immunosuppressants post-transplantation.

In 2024, DocMorris will continue to foster new partnerships (see chapter 3.4), with an extended and increasing number of disease areas and associated health services. DocMorris will put a particular focus on patients with chronic diseases, in order to support those people that require the most care for their health and on their way to a healthier life.

3.4 Partnerships for improved care

Dialogues with key partners and pooling of expertise can lead to outstanding developments, such as raising awareness and promoting advanced care for specific diseases to improve pharmaceutical care. Healthy partnerships can also advance environmental goals through coordinated efforts regarding packaging materials and waste, while partnerships within the healthcare ecosystem can ensure wider access to treatments and preventive solutions and contribute to cost containment.

In Germany, Zur Rose Pharma in Halle continued their partnership with DaVita, a dialysis centre. The purpose of this partnership is that prescribed medication can be delivered directly to the centre and not to the patient, which increases the effectiveness of the treatment and the convenience for the patient.

TeleClinic pursues its effort to expand its collaboration with other stakeholders and achieve full integration with the telematics infrastructure. TeleClinic seeks and has fruitful partnerships, for example with the ADAC for a medical app and the DAK for the DAK-Doc-app (telemedicine app). The ADAC Medical app enables quick help and competent advice for all ADAC members. The ADAC (General German Automobile Club; Allgemeiner Deutscher Automobil-club) is Europe's largest automobile association with around 21 million members. They also partner with dasLab, which offers reimbursable prevention checks such as early detection of colon cancer. Additionally, TeleClinic has partnerships with multiple DiGAs ("Digitale Gesundheitsanwendungen", digital health apps). These therapy apps support the identification and treatment of diseases, as well as the individual implementation of treatment processes. The costs for the DiGA and any medical services required as part of its application are covered by statutory health insurance. These therapy apps include several indications such as obesity, mental health, sleep disorders or back pain. Furthermore, TeleClinic established the largest doctor-on-demand network for video consultations in Germany.

4 Sustainable planet

Climate protection and the sustainable use of energy are crucial for DocMorris' long-term success. The company's priorities include the reduction and management of its energy consumption in operations and along the supply chain, increasing energy efficiency and implementing more efficient processes overall. A study² showed that e-commerce pharmacies are ecologically more sustainable than local pharmacies. In rural areas, most people in industrialised countries drive to a local pharmacy by car, whereas mail-order parcels can be bundled, thus saving fuel.

Building on the substantial groundwork already achieved, DocMorris follows its clear carbon emissions targets in the short, mid and long term, which are summarised in the "Sustainability targets tied to Executive Compensation" section. While these specific, ambitious targets are the clear focus, DocMorris is aware that the sustainable planet dimension is far more encompassing and efforts should not stop here.

Highlights 2023

- 100 % recycled filling material in all entities (from formerly 40 %) starting in October 2023
- Significant reduction of CO₂ emissions by about 13 %
- Reduction of single-use plastic at the canteen in the main logistics hub Heerlen
- Improvement and expansion of CO₂ measurement

These achievements are further explained in the section below.

Target achievement 2023

Main short-term target 2023	Result
Reducing CO ₂ emissions at our sites by 4.2% per year (scope 1 & 2) with 2022 as the base year.	✓ We were able to reduce our emissions by 13% compared to 2022.

Future targets

2024 (new)	Mid-term (unchanged)	Long-term (unchanged)
1. We reduce CO ₂ emissions at our sites by 4.2% per year (scope 1 & 2) with 2022 as the base year.	1. We reduce CO ₂ emissions at our sites by 25% until 2030 (scope 1 & 2) with 2022 as the base year.	1. We work towards net zero by 2050.

² Zurich University of Applied Sciences (ZHAW) from the year 2021

Additional targets: Review of progress in 2023

	Result	2023 progress and outlook
Set up a Group-wide travel policy that puts emphasis on sustainability.		A company-wide travel policy was developed in 2023 and communicated at the beginning of 2024.
Start a pilot project on reusable packaging and smaller parcel sizes.		In November 2023, we started a pilot project with letter format packages and are planning to start a pilot project on reusable packaging in 2024.
Further reduce filling/paper materials for shipping.		We were able to reduce filling material by 80% in 2023.
Reduce paper documentation of information letters, drug safety notes and invoices in our shipments.		We are currently working on the reduction of package inserts in all of our sites, this is scheduled to go live in the first or second quarter of 2024.
Enhance energy efficiency, for instance via solar panels		We plan to significantly increase our share of green energy. Whilst there was no progress on solar panels, we plan to insulate our heat pipes at our main site in Heerlen in 2024.
Raise awareness of employees via training (e.g. on efficient energy use in the office).		We are continuously raising awareness among our employees with information about energy-saving behaviour.
Further refine our measurement and data collection processes.		We were able to evaluate and improve our measurement processes using methods that are more suitable for our business.
Work towards improving measurements of scope 3 emissions with our external stakeholders.		We improved and expanded our scope 3 emission measurement.

4.1 Climate protection actions in 2023 across DocMorris

Responsibilities for environmentally friendly logistics at the highest level: DocMorris Chief Operations Officer (COO) is responsible for ensuring efficient and optimised logistics processes. Each of DocMorris' logistics sites have a site manager who reports to the COO on logistics processes and optimisations. With these measures and responsibilities, DocMorris aims to reach its goal of integrating the company's systems with ecologically friendly carriers in the upcoming years. The significance of the efforts is demonstrated by the fact that the Sustainable Planet efforts are led by DocMorris' Chief Operating Officer along with the Head of Sustainability.

The environmental efforts have made substantial progress since the early phase in 2021. The recent consolidation of the brands Eurapon and Medpex Pharmacy into the new state-of-the-art distribution centre in Heerlen has resulted in economies of scale. These scale benefits can be seen in various metrics such as waste reduction, energy efficiency and the responsible use of materials.

Energy improvements include:

- Optimisation and streamlining of processes, e.g. shifting operations to the more efficient Distribution Centre 2, resulted in an energy reduction of around 5% in 2023 and a reduction in gas consumption of 56% in Heerlen
- Temperature control measures led to a reduction in gas consumption and electricity consumption by 10% in 2023 at Zur Rose Pharma in Halle
- The PromoFarma team further developed the picking points service in Spain to reduce its carbon footprint and launched several initiatives to promote these type of deliveries
- Medpex in Ludwigshafen installed charging stations for e-bikes

Energy efficiencies have been achieved at various sites, for example by adjusting the target temperature. The DocMorris site in Heerlen already implemented LED lights all over the site and in 2023 worked to optimise and streamline processes, which also promotes energy savings. For example, they further reduced operations in the old Distribution Centre 1 and increased operations in the new Distribution Centre 2, which is more efficient than the former. TeleClinic is headquartered in a smart building in Munich, which is certified for its sustainability practices. Their business model of treatment via telemedicine additionally minimises the impact of travel emissions for patients, as they don't need to leave their home for their consultation.

4.2 Sustainable energy use with additional reporting transparency

Calculation method

The principles and methods of the Greenhouse Gas Protocol are applied for calculating the greenhouse gas inventory for scope 1, 2 and 3. Scope 1 and scope 2 emissions in this report have been calculated using the same underlying activity data. Scope 1 includes only fuels from the company's own vehicles and fugitive emissions from cooling machinery. Scope 2 includes only carbon emissions from electricity and heat and were calculated using the market-based approach.

For the evaluation of CO₂ emissions, data was collected from, among others, stakeholders working in the departments responsible for the corresponding activity data. In many cases, this data was sourced from invoices (e.g. electricity or heat usage: In other cases, internal lists (waste) were used, as well as internal data tool systems (for business travel).

Improvements in CO₂ calculation compared with the previous report

Emission factors

In line with DocMorris' efforts to improve sustainability governance, sustainability reporting has been further enhanced and CO₂ emissions were calculated using factors that are better suited to the business. To further enhance accuracy and transparency, an in-house approach was chosen for the calculation of CO₂ emissions for 2023, contrary to our 2021 and 2022 reports, where the analysis was undertaken with the help of external service providers. Therefore, restated numbers for 2022 are provided to enable a better comparison.

The CO₂ emissions from energy consumption, heating and fuel were estimated using emission factors based on official data from the Umweltbundesamt (Federal Office for the Environment), Bundesamt für Wirtschaft und Ausfuhrkontrolle (Federal Office for Economic Affairs and Export Control) and the Scientific Services of the German Federal Office. For the calculation of transport emissions, carbon emission data from service providers was used to calculate the emissions (well-to-wheel). The emission factors were multiplied with the activity data such as fuel or energy consumption to determine the CO₂ emissions.

Scope 3 method improved

Scope 3 measurements were enhanced by including not only distribution and business travel, but also water usage, production of fuel and energy, cardboard and waste incineration. Unlike operational emissions within scopes 1 and 2, scope 3 emissions cannot be measured in their entirety. They often involve a significant amount of estimated or modelled data based on company-specific assumptions, because these are emissions from third parties.

CO₂ Intensity measure introduced

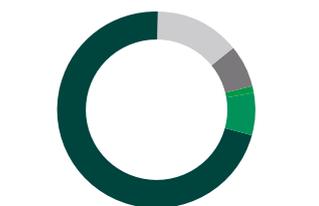
CO₂ emissions are inseparably linked to the growth of our business. To be able to measure efficiency increases as our revenue grows in the coming years, from 2023 onwards the CO₂ intensity per Euro revenue is also analysed, in line with industry standards. DocMorris attaches great importance to reducing absolute CO₂ emissions as well as CO₂ intensity.

Energy consumption decreased in 2023

The total energy consumption in 2023 decreased by about 24% and electricity consumption decreased by 15%. This is mainly because of consolidation effects and increased operations in the more efficient Distribution Centre 2 (DC2) in Heerlen. The use of renewable energy decreased by about 70% because more entities switched to the main contract partner for electricity, which offers a mix of different electricity sources. Most of the companies within DocMorris use natural gas as a heating source. The increased efficiency also had an effect on heat consumption, which decreased by 59%. The use of fuel increased in 2023 compared with 2022 and 2021, as during the COVID-19 pandemic a lot of business trips were replaced with virtual meetings. GRI 302-1

Energy consumption	2021	2022	2023	%
Total Energy consumption in MWh	8,209	9,824	7,432	- 24.4
Electricity consumption in MWh	5,760	6,526	5,558	- 14.8
Of which from renewable sources	821	843	238	-71.8
Heat in MWh	2,158	2,928	1,494	- 49.0
Natural gas	1,685	2,517	1,043	-58.5
District heating	473	411	451	9.7
Fuels in MWh	292	370	379	2.6
Diesel	223	284	300	5.7
Petrol	68	86	79	-7.4

Total scope 3 emissions by origin
In per cent



- 14% 3.1 Purchased goods and services (Cardboard material)
- 7% 3.3 Fuel- and energy-related activities
- 1% 3.5 Waste generated in operations
- 7% 3.6 Business travel
- 71% 3.9 Downstream transportation and distribution

Total emissions by Scope 1-3
In per cent



- 3% Scope 1 (t CO₂e)
- 35% Scope 2 (t CO₂e)
- 62% Scope 3 (t CO₂e)

The deviation from last year's reports data stems from the fact that we use fewer universal sources but rather specific multipliers that are more applicable to our business and thus which result in more accurate estimates (see subsection "Improvements in CO₂ calculation compared with the previous report").

Climate balance 2023: Increasing transparency

The total GHG emissions in 2023 for scope 1 and scope 2 decreased compared to 2022 by about 13%. This reflects the energy savings emerging from the aforementioned efficiency increase from the use of the new distribution centre. The higher fuel emissions in 2023 for the company's own vehicle fleet are due to less travel during the previous pandemic years. Scope 3 was calculated more accurately in 2023 using our own calculation method. Scope 3 emissions were reduced by around 12%, mainly because of the consolidation of businesses like Medpex and Eurapon. The carbon intensity in 2023 was essentially unchanged in a yearly comparison at 9.7g per CHF revenue for total emissions (scope 1–3). Whilst the absolute amount of emissions fell in 2023, the DocMorris revenue in 2023 also declined by a similar amount. GRI 305-1, 305-2

	2021	2022	2023	%
Total GHG emissions in tCO₂	8,083	8,808	7,700	-12.6
Scope 1	81	258	260	0.7
Fuels	81	103	106	2.6
Fugitive emissions	N/A	155	154	-0.6
Scope 2	3,031	3,147	2,692	-14.5
Electricity	2,560	2,526	2,356	-6.8
Combustibles	339	506	210	-58.5
District heating	132	115	126	9.7
Scope 3	4,971	5,403	4,748	-12.1
3.1 Purchased goods and services (cardboard material)	866	719	645	-10.3
3.3 Fuel- and energy-related activities (not included in scope 1 or scope 2)	391	416	355	-14.8
3.5 Waste generated in operations	67	56	28	-49.2
3.6 Business travel	N/A	289	342	18.5
3.9 Downstream transportation and distribution	3,647	3,923	3,378	-13.9
Carbon intensity (grams of CO ₂ e per CHF)				
Scope 1 & 2	2.7	4.0	3.7	-1.1
Carbon intensity (grams of CO ₂ e per CHF)				
Scope 1, 2 & 3	7.0	9.7	9.7	-0.3

4.3 Packaging materials and waste decreased due to more sustainable practices

DocMorris is committed to using and designing environmentally friendly packaging and avoiding or minimising waste in its companies and along its supply chain. Since DocMorris distributes pharmaceutical products but does not produce them, the focus of its waste and packaging reduction efforts are on shipping materials needed for these products. The most relevant materials and waste components for DocMorris include cardboard, plastics, electronic components, paper and foil. GRI 306-1

Responsible waste management and reduction

The mantra of “reduce, reuse, recycle” has been internalised at DocMorris. The company has implemented waste management protocols throughout the organisation for packaging materials, logistics waste and domestic waste. DocMorris applies targeted measures to optimise its packaging (e.g. optimisation of cardboard box sizes) and waste management (e.g. reduction of paper use at the offices). In addition, all cardboard boxes must bear the Forest Stewardship Council (FSC-Mix) seal indicating the pulp was produced sustainably. Medpex in Ludwigshafen is currently testing packages in letter format, which decreases the use of cardboard.

Waste has been separated for years at the sites in the Netherlands and Germany (e.g. cardboard, plastic, glass). In Germany, the Packaging Act is implemented and required information about packaging materials is reported. The packaging material used in Germany enters the dual disposal system (German: “duales System”) – a take-back system that supports the closed-cycle economy. At the Heerlen site, DocMorris’ logistics and domestic waste is separated according to Dutch legislation, and a waste management system was fully implemented with waste being separated into pharmaceutical waste, residual waste, plastic, paper/cardboard, e-waste, batteries, scrap iron and construction waste. DocMorris also receives monthly reports from its waste management partner on the materials and the quantity diverted. PromoFarma and Medpex have changed their adhesive tape material to eco-paper in order to reduce the use of plastic. Additionally, single-use plastic in the canteen at the Heerlen site has been reduced substantially to a very low level. In case new phones are needed in Heerlen, refurbished phones are bought preferably at the Heerlen site. GRI 306-2

DocMorris generally tries to avoid filling material of any kind whenever possible to reduce the amount of waste. In case of fragile products, e.g. glass bottles, filling material is still used to ensure the integrity of the products. In October 2023 all entities switched to 100% recycled filling material. In 2023 the company was able to reduce filling material further by 80%, as shown in the table below. Resource consumption was reduced in general, including cardboard boxes, stretch films or LDPE bags. However, resource consumption generally develops in line with e-commerce activities and may thus increase in the future.

In 2023 total waste was reduced by 18%, and waste that is subject to incineration was reduced by over 50% due to the integration of Medpex and Eurapon.

Network of expertise on packaging materials and waste to improve processes

The site managers of the respective organisation's logistics departments are responsible for optimising packaging and, where possible, developing packaging processes to include more sustainable materials or reduce consumption of materials. This is facilitated by regular knowledge sharing between site managers. DocMorris is fully committed to continually addressing its waste production, despite the costs and the need for extensive process adjustments. On the DocMorris Blog website, addressed to patients and customers, advice is provided on the correct disposal of medication in order to avoid pollution, e.g. by wrong disposal in the sewage. GRI 301-1, 301-2, 306-3

Resource consumption	2021	2022	2023	%
Material in t	2,865	2,290	2,011	- 12.2
recycled Material in %	68	73	70	- 3.0
Cardboard boxes	2,657	2,206	1,979	- 10.3
of which recycled	1,870	1,648	1,413	- 14.3
Filling materials	140	34	7	- 79.2
of which recycled	87	13	3	- 81.4
Labels	43	30	15	- 49.1
LDPE bags	11	11	8	- 22.6
Stretch films	14	9	1	- 88.3
Waste	2021	2022	2023	%
Total waste in t	738	689	567	- 17.7
Non-hazardous waste in t	732	681	556	- 18.4
Incineration	150	120	58	- 52.1
Recycling	582	561	498	- 11.2
Hazardous waste in t	6	8	11	50.2

4.4 Environmentally friendly logistics

DocMorris' focus on the environment extends to how the company rethinks and redesigns its logistics processes. DocMorris pays close attention to how it delivers consignments and maintains a direct dialogue with logistics partners to continuously improve.

Efficient network of pharmaceutical service providers

DocMorris locations buy the majority of their over 500,000 products from pharmaceutical companies, wholesalers and brand-name manufacturers in the country where they operate. Products are securely stored in DocMorris' warehouses and packaged and delivered to customers by transport partners. In Germany, orders are delivered directly to end customers by DocMorris' transport partners. In Spain and France, orders are fulfilled by affiliated partners via the marketplace and sent to end customers. GRI 2-6

There are several sustainability efforts within DocMorris to optimise supplier collaboration and logistics. Since logistics depend largely on external providers, DocMorris pays close attention to working with partners that are committed to reducing their own environmental footprint. DocMorris in Heerlen attaches importance to a network of local suppliers. The team of PromoFarma works with a large network of couriers to ensure the most efficient delivery to the customer. The loyalty programme called "HealthPoints" in the EU Segment for Spain and France was further developed. Customers can collect points with their purchases, and then redeem them in the form of a discount on the next order. HealthPoints are additionally provided if customers decide to receive their parcel at a pick-up station and not have it delivered to their home. This encourages more sustainable logistics through shorter and fewer consolidated deliveries.

Looking ahead: Reduce CO₂, enhance efforts and raise awareness

As outlined in the beginning of this chapter, legal requirements evolving from EU regulations like the planned Supply Chain Act, the Packaging and Packaging Waste Regulation (PPWR) and the European Sustainability Reporting Standards and the Swiss Code of Regulation will provide the basis for development towards a more sustainable future.

As described above, DocMorris continuously works to implement additional measures to save energy:

- DocMorris will continue to identify further opportunities to reduce the energy use across its offices and logistics sites.
- In Heerlen, the insulation of the pipes is currently checked as well as the implementation of a heat pump and the reuse of server heat. Additionally, the usage of lighting will be further optimised.
- At Zur Rose Pharma in Halle, a new refrigeration system is planned for 2024.

Aside from CO₂ targets, DocMorris is committed to many additional goals:

- In logistics, there will be a further reduction of filling materials and parcel sizes to make shipping more efficient.
- Pilot projects with reusable packaging are planned for Germany.
- At the beginning of 2024, a new supplier for cardboard parcels was engaged for the site in Heerlen. These packages are smaller and enable DocMorris to save 327t of cardboard annually.
- By digitalising even more of its processes in the future, DocMorris also continues to reduce paper documentation of information letters, drug safety notes and invoices in its shipments.

An important element is raising awareness: Employees are informed regularly about energy saving behaviour, such as switching off their screens at night or changing the screen brightness. DocMorris also developed an online training course for energy-saving behaviour within its “Habit-Series”. This not only includes the economical use of electronic devices but also gives suggestions on how to save heating energy with appropriate airing, or how to save material while printing as well as measures to save water and energy in the office. Similar training will form part of future awareness-building activities.

5 Caring company

Highlights 2023

The Well-being strategy was developed as a framework to enhance the health and well-being for the employees in the coming years. With the Digital Trust Champions programme, the company has launched a unique awareness programme for cybersecurity and data protection.

Target achievement 2023

Main short-term target 2023	Result
We ensure that over 95% of DocMorris' management undergoes training in our core cultural principles.	✓ 100% of the Board Management and the extended management have been trained in our core cultural principles.
We reduce the gender pay gap in all major regions (Germany, Netherlands, Switzerland, Spain) to below 5%.	✓ Gender pay gap is below 5% in all major regions.

Future targets

2024 (new)	Mid-term (unchanged)	Long-term (unchanged)
<ol style="list-style-type: none"> We train >80% of our workforce in our core cultural principles. We keep our adjusted gender pay gap at or below the current level of around 3%. We strengthen our communication and culture by using the company-wide system for employee dialogues #OurJourney for >95% of our employees. 	<ol style="list-style-type: none"> We strengthen the focus on intercultural diversity. We achieve equal pay for all genders. We train all of our colleagues in our core cultural principles. 	<ol style="list-style-type: none"> We remain an employer of choice where people want to work and build a career. We are a leader in corporate social responsibility, including human rights.

Additional targets: Review of progress in 2023

	Result	2023 progress and outlook
Harmonise cybersecurity, enterprise risk management and data protection and establish an integrated management system.		An integrated management system was set up. The harmonisation of the described pillars will be driven forward over the next few years.
Set gender diversity targets and aim for following female representation until 2024: – Board of Directors 33% – Executive Board 20% – Top Management 30% – Remaining Management 40%		To make our short-term targets more realistic, we have reduced the quota for remaining management from 45% to 40%. To underpin our claim to equal representation, we have added the additional target "Regarding gender diversity, our ambition is equal representation in the long-term" to our long-term targets.
Regarding gender diversity, our ambition is equal representation in the long term.		Equal representation is very important to DocMorris. This target will be part of our long-term objectives in the future.
Strengthen our talent development, for instance by further rolling out our Group-wide system for employee dialogues #OurJourney.		Talent development is a very relevant topic that is constantly evolving. Further improvements are being made.
Remain being an employer of choice where people want to work and build a career.		The renewed award as Top Employer 2024 from Kununu shows that DocMorris is on the right track. With the Well-being strategy, we will implement further important measures in the future to become even better.
Be a leader in corporate social responsibility, including human rights.		DocMorris reached important milestones in 2023 with the Human Rights Policy and the Code of Conduct for Suppliers. However, we are striving for leadership in this area and will implement further measures in the future.
New additional target		We implement preliminary measures of our Well-being strategy that focus on the employees' health and well-being.

5.1 Reliable digital systems and data protection

As a leading player in the healthcare industry, DocMorris recognises its compliance obligations. The company strives to safeguard the rights of any affected individuals whose data we process. DocMorris is continuously further enhancing data protection measures.

Raising awareness concerning data protection and cyber security

The company-wide approach to data privacy reached a higher level of maturity in 2023. This achievement is a result of training courses which started in 2022. DocMorris also released further policies and guidelines in the area of Cybersecurity and data protection. In 2023, DocMorris established the Digital Trust Champions Programme. This is a unique cybersecurity and data protection awareness programme. Participants from all areas of DocMorris collaborate to drive this initiative. The objective is to integrate these themes into the DocMorris culture and way of working.

Moreover, in 2023 DocMorris strengthened its governance by establishing a Compliance Committee. This committee consists of domain specialists. Their competencies are: Risk Management, Information Security, Legal Compliance and Data Protection. In addition to the appointment of the Group Chief Information Security Officer in 2022, a Group Data Protection Officer was appointed. Management focus and efforts for improved cybersecurity and data protection remain a top priority. The team of specialists continues to grow. This increased capacity enables DocMorris to address current and future challenges.

DocMorris is a thought leader. And as such the company proposed a Cybersecurity and Data Protection Committee for the EAEP. This resulted in a new committee that was launched in September 2023, and DocMorris is proud to be an active participant.

Digital resilience and successful compliance

The legal, transparent and fair processing of customer data is in harmony with the DocMorris empathetic approach. To sustain this, DocMorris maintains several checks of its own systems and processes and that of its partners (suppliers / service providers). In 2023 governance was significantly enhanced with a regular and frequent risk report provided to the Executive Board.

The Executive Board is responsible for implementing a successful approach and with the oversight of the Board of Directors develops the required strategy. This strong governance ensures that the appointed specialists (Data Protection Officer and Cybersecurity) achieve consistent results that support our business objectives.

The increasing threat of cyberattacks for e-commerce providers has also affected DocMorris. It is not possible to provide protection against the most common type of attack: credential stuffing. It is difficult to identify when stolen user details are used to log on, especially when they happen infrequently. In 2023, DocMorris recorded various incidents. The incidents were immediately identified, classified and remediated accordingly. The competent authorities were informed. DocMorris continues to enhance its processes regarding data privacy and cybersecurity. Countermeasures are subject to regular review and, as part of this process are continuously enhanced and optimised.

5.2 Business ethics and compliance

At DocMorris, business ethics and compliance are a top priority. All employees must familiarise themselves with the relevant legal provisions and regulations as well as internal rules, directives and regulations relevant to their professional activities.

Policies and guidelines

DocMorris has a set of policies in place that define the culture, governance and accountability across the Group. These include:

- Code of Conduct
- Human Rights Policy
- Code of Conduct for Suppliers (further information can be found in the chapter Reliable Partnerships)
- Corporate Governance Report
- Anticorruption Policy [GRI 2-23](#)

DocMorris' employees receive regular information about the Code of Conduct, which sets out the binding principles of business conduct. Amongst other topics, the Code outlines that conflicts of interest must be avoided and that corruption and anti-competitive behaviour will not be tolerated. Employees must notify the legal department of any breaches of the Code of Conduct. As far as possible, reports are treated confidentially. Information on the whistleblowing system as well as the Code of Conduct is available to all employees via the intranet and can be accessed at any time. [GRI 2-24](#)

In accordance with the European Union (EU) Directive on the Protection of Whistleblowers, an online reporting system (the aforementioned whistleblower system) was set up. Employees can report concerns based on sufficient indications regarding potential compliance violations. The report can be submitted anonymously if preferred. Reports made on the basis of sufficient indications of irregularities have no negative consequences of any kind for the person who submits them. DocMorris does not tolerate any action taken against employees who report concerns. Every complaint is accepted and reviewed by the Head of Compliance of DocMorris. For questions about corporate policies and practices, employees can contact the human resource (HR) or the legal department. External parties can contact the corporate communications department. [GRI 2-25, 2-26](#)

No incidents of corruption

There were no incidents of corruption concerning DocMorris during the reporting period. This also includes no incidents in which employees were dismissed or disciplined for corruption, no incidents where contracts with business partners were terminated or not renewed due to violations related to corruption, and no public legal cases regarding corruption brought against the organisation or its employees during the reporting period. GRI 205-1, 205-3

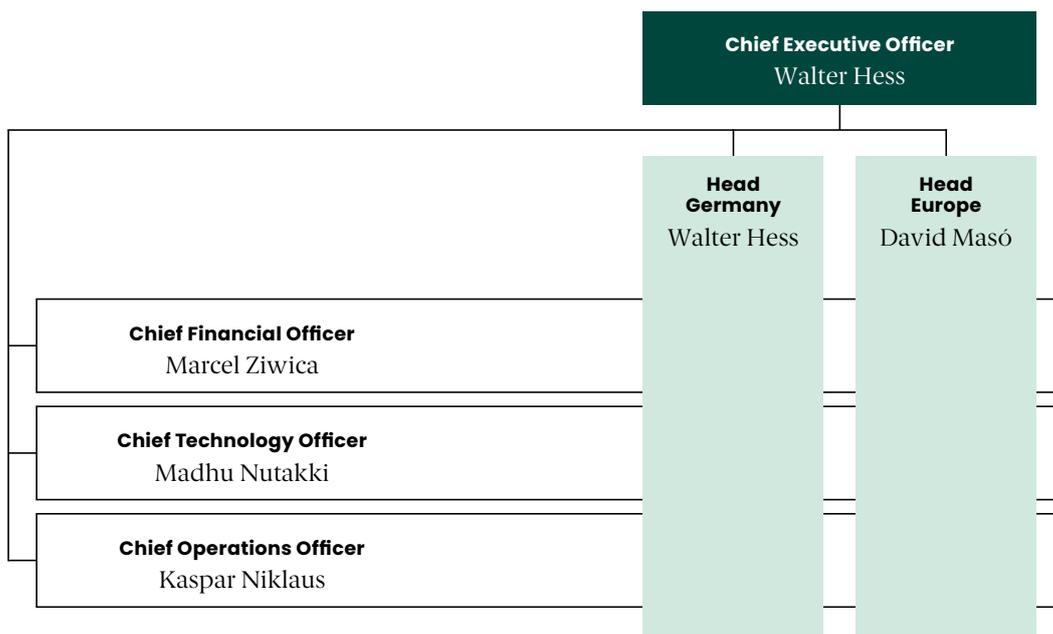
The company also had no legal proceedings brought against it based on anti-competitive behaviour, cartel or monopoly formation, nor were there any significant incidents of non-compliance with laws or fines for violations of laws or regulations. GRI 206-1, 2-27

5.3 Corporate Governance

Corporate Governance includes the establishment, implementation and monitoring of internal rules, governance structures, processes and practices that lead to accountability and ensure leadership in the Group’s best long-term interests. This chapter presents a summary of key aspects of Corporate Governance at DocMorris. More details can be found in the Corporate Governance section of the DocMorris Annual Report.

Corporate structure

DocMorris AG, based in Frauenfeld, is organised as a stock corporation under Swiss law. The registered shares with the security number ISIN CH0042615283 are listed on the SIX Swiss Exchange. The Board of Directors supervises DocMorris, while the Executive Board is responsible for the operational management. The CEO is responsible for managing the business. Under his leadership, the Executive Board deals with all issues of relevance for DocMorris, takes decisions within its authority and submits motions to the Board of Directors. The corporate structure consists of the segment organisation, responsible for regions and revenue, and the Finance, Technology and Operations functions. The members of the Executive Board are responsible for devising and achieving their entrepreneurial objectives and running their units independently. People, Communications, Internal Audit and Strategic Initiatives report to the CEO; Finance, Legal and Investor Relations & Sustainability report to the CFO. These provide services for the Company and its subsidiaries. GRI 2-1, 2-6



Required expertise and resource allocation

The majority of the Board of Directors of DocMorris AG are independent directors. The Board applies the criteria in the Swiss Code of Best Practice for Corporate Governance 2023 from *economiesuisse* to determine if its members are independent. This states that non-executive members who either never belonged to the Executive Board or did so more than three years ago and who have no or only relatively minor business relations with the company are deemed independent. The term of office of members of the Board of Directors is not a criterion for judging their independence. No members of the Board of Directors act as an executive for DocMorris. Within the past three reporting years only the former CEO Walter Oberhänsli acted as an executive. The members of the Board do not have any significant business relationships with DocMorris. There are no cross-involvements.

The Board of Directors consists of six members, with Walter Oberhänsli as chair. When members are nominated, the emphasis is on experience in leadership and management roles, e-commerce, technology, digitalisation, law, regulatory issues, healthcare, marketing, finance and accounting, M&A, capital markets, risk management, compensation and sustainability, plus in particular international experience. The Board of Directors strives to make a balanced allowance for the skills and knowledge that reflect the strategic and operational focuses of DocMorris, the international outlook and the accounting requirements for listed companies. The skills and knowledge needed are broadly covered by the Board. GRI 2-10, 2-11

Managing and monitoring risks carefully

DocMorris has a system in place to monitor and control the risks associated with its business operations. This process includes the identification, analysis, control and reporting of risks, plus risk reporting from the individual organisational units all the way up to the level of DocMorris. The Board of Directors and CEO are responsible for creating the necessary organisational framework for the operation of the risk management system. The CFO is operationally responsible for risk management control. He may delegate subtasks. The people responsible for these tasks take concrete measures to manage the risks and monitor their implementation.

Based on the [Organisational Regulations](#) and risk management, Internal Auditing conducts risk-based operational, process and systems reviews and assists DocMorris' organisational units in regulating, improving and assuring the effectiveness of their risk management and internal control processes. To preserve its independence, Internal Auditing reports directly to the CEO and the Audit Committee of the Board of Directors, which also approves the audit plan for Internal Auditing. Internal Auditing coordinates its work as far as possible with the external auditors. The Board of Directors may entrust Internal Auditing with special audits, internal investigations or other tasks extending beyond the regular activities of Internal Auditing.

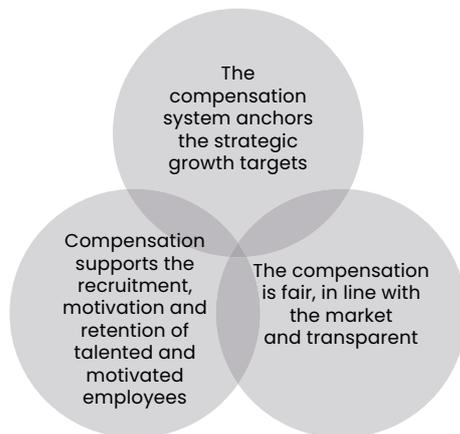
In the year 2023 no critical concerns were identified, such as through the whistleblowing system or significant cases of misconduct. The reporting of critical concerns by the CEO is a standing agenda item for each regular Board of Directors meeting.

GRI 2-15, 2-16, 2-18

Remuneration policy

The value and success of DocMorris largely depends on the quality and commitment of its employees. Its compensation policy pursues the goal of recruiting, motivating and retaining qualified individuals for the Group. The performance-related and share-based components are also designed to align the way of thinking and acting with shareholders' long-term interests.

The compensation system is based on the following principles:



The compensation system for the Executive Board is aligned with the corporate strategy and linked to the relevant key performance indicators for the variable compensation elements. This allows the compensation of the members of the Executive Board to be determined transparently and based on performance. The Board of Directors decides on targets. Criteria such as position, responsibility, experience and market data are used to determine the compensation of the Executive Board. The individual compensation of the members of the Executive Board consists of an annual base salary and short-term and long-term variable, performance-related compensation, as well as pension and fringe benefits (e.g. company car).

Base salaries are determined in line with the scope and responsibilities of a given position and the qualifications required to perform the job, comparison against market and the personal qualifications, experience and performance of each member of the Executive Board. Payment is made monthly in cash.

For more details, see the Compensation Report including its voting results at the last Annual General Meeting in May 2023, [see the DocMorris Annual Report](#). GRI 2-19, 2-20, 2-21

Compensation structure

Element	Purpose	Instrumental	Performance criterion	Performance period	Determinants
Annual base salary	Recruitment, retention, motivation	Cash compensation	–	–	Position qualification, market rates
Short-term variable compensation	Rewarding performance	In cash	Revenue, EBITDA, ESG and individual targets	1 year	Financial result, sustainable goals and qualitative performance
Long-term variable compensation	Rewarding sustainable value creation, alignment with shareholders' interests	Performance Share Units	Share price targets, relative Total Shareholder Return	3 years	Success of the Group, share price performance, competitive position
Pension and fringe benefits	Protection against risks	Pension plan, insurance plans, fringe benefits	–	–	Market rates and legal requirements

5.4 Corporate culture and attractive working conditions

DocMorris provides an equitable work environment built on a strong culture and attractive working conditions. DocMorris also provides competitive remuneration, attractive social benefits, flexible working models and an inspiring and inclusive working atmosphere, among other things. This is also reflected in the “Top Company 2024” award from Kununu, both DocMorris and TeleClinic were rated as Top Employers 2024. Kununu is an independent online platform where employees as well as applicants can share and rate their personal experience with a company. The portal can be considered an important source of information for potential applicants who want to find out more about a potential employer.

Engaging employees and attracting talent

In 2022, DocMorris launched its employer value proposition which runs under the slogan “join the e-health pioneers”. The employer value proposition was another focus topic for DocMorris in 2023, which is why the company continued to work on its implementation and seeks to further strengthen its position as an employer of choice.

As part of its value proposition, the career website focusing on showcasing the culture, work environment and career opportunities within the company as well as the company-wide referral programme #JoinUs, to encourage employees to refer jobs to their personal networks, were further developed and implemented within the company.

An extended, company-wide onboarding programme including pre-boarding for new employees was also launched in 2023. Employees are familiarised with the company in discussions and meetings and get to know other new colleagues. In this way, the company wants to take new colleagues by the hand and provide them with close support right from the start, allowing them to experience the corporate culture directly.

Improving working conditions

DocMorris improved working conditions in 2023. Flexible working arrangements have already been implemented for some time and offer employees a high degree of flexibility. The requirement to record working hours, which has now been put into practice for Germany, creates additional opportunities to prevent stress and overwork. Managers are closely involved in this process and are encouraged to avoid overtime and to intervene as quickly as possible in the event of overwork and stress.

DocMorris has also implemented the Dutch requirement to provide external counsellors to improve the working atmosphere. With two counsellors (one female and one male), our employees always have neutral persons at their disposal to whom they can turn in the event of inappropriate behaviour by colleagues or managers. These counsellors provide employees with support, guidance and information in order to resolve any incident in the best possible way.

Harmonisation of pension provision offers

Protecting its employees in old age is very important to DocMorris. For this reason, the German entities' various company pension schemes were harmonised in 2023 and transferred to two providers. DocMorris has thus implemented a legal requirement but exceeded it by paying a subsidy of 30% up to the contribution assessment ceiling in favour of employees.

In addition to the company pension scheme, DocMorris offers occupational disability insurance as a second component. Here, the company's employees have easier access to insurance than it is usually the case thanks to the collective agreements.

Well-being strategy

In 2023, DocMorris developed a Well-being strategy that provides a framework where the company can take a proactive and engaging approach to enhancing the health and well-being of the employees. More information on this can be found in the Occupational Health and Safety section.

Culture principles

DocMorris believes that a strong culture serves as the basis for effective strategy execution. Following an intensive process involving company-wide workshops, DocMorris has adopted five cultural principles that were communicated company-wide in 2022 and form the basis for the DocMorris culture:

- Customer and patient-centric
- Seeking consensus and sharing ownership
- Empathetic
- Binding and agile
- Caring and competent

These culture principles support the ongoing cultural transformation of DocMorris and ensure the establishment of a company-wide cultural core. As DocMorris continues its cultural transformation, the company is pushing forward to incorporate the cultural principles across employer branding, onboarding, leadership trainings, learning and development offerings, cultural artefacts and internal communication, selection and assessment criteria, (e.g. leadership hirings) and #OurJourney, the company-wide system for employee dialogues. As DocMorris makes progress in its cultural transformation, success will become visible and measurable. For example, in an increase in the number of new applicants per role, how employees respond to the cultural shift as well as improvements in operative KPIs such as sickness rate or fluctuation rate, where employee engagement acts as a mediator. Not only developing but truly living a shared culture takes time, purpose and commitment. Learning to live up to the company's cultural ambitions will be a core focus for DocMorris for the next few years.

5.5 Employees' occupational health and safety

As a healthcare company, DocMorris values healthy relationships within the company. Consequently, employee safety and well-being are a high priority. DocMorris consistently complies with all national regulations for occupational health and safety. Due to the high level of occupational health and safety that DocMorris mandates, the company has a good reputation and is perceived as a responsible employer. By contributing to its employees' health and safety, DocMorris fosters motivation and well-being among its employees.

Health and safety management system

DocMorris has a management system for health and safety which is designed to follow regional laws (e.g. ArG) and industry guidelines (e.g. EKAS 6508). The system identifies aspects of the organisation that impact health and safety and lays the foundation for qualification and training, rules, hazard identification, risk assessment, action control, emergency organisation, involvement of the employees, health protection and audit controls. GRI 403-1

Particularly worthy of emphasis are the following guidelines:

- Hazard identification is performed annually and actions are defined to minimise the identified risks. The company brings in outside resources to perform the analysis and assessments if necessary. The defined actions are assessed, addressed and implemented.
- Accidents, near-accidents and dangerous situations are reported as they happen and analysed immediately. Serious accidents are addressed immediately as prescribed by law.
- Reports of workplace risks must be sent to the safety officer or the relevant superior. If employees encounter an unsafe situation, they are required to report it. By following the above guidelines, DocMorris ensures continuous improvements to its health and safety protocols. GRI 403-2

Safety officers address and continuously improve the security, safety and health of all units within DocMorris.

For the site in the Netherlands, DocMorris must undergo a risk inventory and evaluation that describes the risks employees could face at work. DocMorris continuously works to reduce these risks. They also deploy several functions that are relevant for occupational health like a safety officer, fire protection officer, a confidant employee can turn to in case of discrimination or harassment and a company doctor that is a contact person for sick employees and health complaints related to the workplace. GRI 403-7

Customised employee training and programmes

All employees receive basic training on occupational health and safety as part of their onboarding and ongoing training is provided as necessary. The training is organised by the people department, while the security officer is responsible for the implementation. If individuals have special job requirements – such as operating a particular machine, working with dangerous goods, or managing pharmaceuticals – they will receive training appropriate to their position. The responsible teams in every entity, consisting of first aid workers, are retrained every year to handle first aid, resuscitation and automated external defibrillators (AED). GRI 403-5

Well-being strategy

In 2023, a well-being strategy was implemented that is based on four pillars:

- Mental health (support mental health of employees, encourage positive emotions)
- Physical health (Information, activities around exercise, nutrition and sleep)
- Financial well-being
- Social/work-life

The well-being strategy aims to improve the employees' health and satisfaction and to create a healthy and safe work environment. In the year 2024 concrete actions of the well-being strategy will be communicated and implemented.

Occupational health services

While the health and safety management system is separate from the quality management system (QMS), all relevant documents are also included in the QMS. The commitment of the introduction in the QMS is rewarded with increased employee awareness of health and safety in the company. Ideally, this leads to a minimisation of the operational costs for incidents, e.g. in the case of logistics downtime. Employees are encouraged to participate in discussions that impact them. Relevant information and updates about health and safety are posted internally. GRI 403-4

DocMorris also maintains a number of medical rooms (e.g. in Heerlen) as well as defined indications of walkways in warehouses, and provides employees with the necessary protection gear (e.g. ear and foot protection). GRI 403-3

DocMorris promotes healthy living by emphasising good ergonomics on site with several health offers. Furthermore, all employees are regularly informed about preventive and safety measures. In Germany, Zur Rose Pharma in Halle offers several health benefits like free vaccinations, medical check-ups or cost-reduced massages, as well as mental coaching. Additionally, they engaged, starting in 2023, a mental first responder, who serves as a contact person for colleagues that feel psychologically stressed. TeleClinic colleagues can use Jobbikes and can join the urban sports club for a discounted subscription price. GRI 403-6

Continuous improvement of employees' health and safety

The topic of mental health is of particular importance and there will be a focus on that in the future. There are already free online training sessions for employees dealing with stress prevention, and mindfulness. DocMorris' strategy focuses on prevention as well as training of managers in dealing with illness and raising awareness.

DocMorris will also continue to conduct internal and external audits, evaluate injury and sickness rates at key facilities as well as collect feedback through regular communication and exchange (e.g. with OurJourney or online surveys) in line with industry best practices. In the future, it is planned to uniform working conditions across all entities to increase transparency. As seen in the table below the number of work-related incidents increased. On the one hand this was because the team leaders and first responders at the site in Heerlen were trained to recognise a more comprehensive set of injuries and on the other hand, the documentation system was improved. Overall, the incident rate remains very low.

Key occupational health and safety figures GRI 403-9

	2022	2023
Injuries ³⁾	35	51
Incident rate (number of work-related injuries per employee in relevant department)	0.03	0.06
Fatalities	0	0
Lost work days due to work-related injuries	80	97

3) Work-related injuries mostly occur within logistics.

5.6 Employees' diversity and inclusion

As a healthcare company, it is DocMorris' responsibility to ensure that its workforce reflects the communities it serves. DocMorris values diversity and strives for inclusion and a sense of belonging across its subsidiaries alongside working actively to eliminate all forms of discrimination. At the same time, both current employees and external talent and candidates expect DocMorris to actively work towards diversity and inclusion (D&I). D&I allows DocMorris to tap into a larger talent pool and enables a positive work environment where people can thrive. DocMorris seeks to hire people with a passion for their job, the courage to question existing protocols and the will to move things forward. GRI 2-7

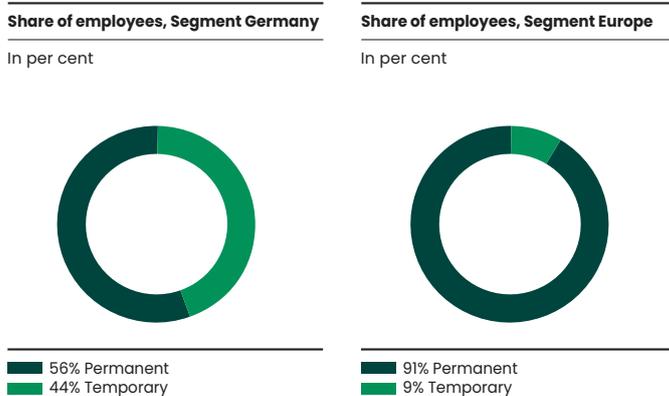
Embedding D&I in daily leadership behaviour is an ongoing pursuit and the People team is working with management board members on increased awareness of unconscious bias as well as the right policies to help expand diversity at all ranks.

Workforce diversity

As of 2023, DocMorris employs colleagues with more than 59 nationalities and 54% of the employees are women.

The largest demographic group are colleagues between 30 and 40 years old, closely followed by the 40–50-year-olds. These employees represent more than half of the total workforce. Regarding the Board of Directors, 50% are over the age of 60 and 50% are between 40 and 60 years old. For the Executive Board, 83% are older than 50 years and 17% are between 40 and 50 years old. Before the age of 30, 14% of male colleagues and 32% of female colleagues work part time. Amongst male colleagues, this figure ranges between 7% and 31% in the other age groups. Amongst female colleagues the share of part-time workers increases significantly to 37% in the age group 30 to 40, 43% in the age group 40 to 50 and more than 50% after the age of 50. GRI 405-1⁵

Share of temporary employees GRI 2-8



⁵ All analyses have been performed with data from 31 December 2023 and include all internal employees under contract, whose HR data is being managed through the company's primary HRIS system workday.

The gender pay gap analysis was performed based on the total cash compensation (base salary and bonus) of all employees with an annual salary above CHF / EUR 15,000. Salaries below this threshold are typically due to employees working on an hourly basis and account for a low one-digit percentage of the overall employee population. For the statistical analyses DocMorris includes all employees with regular or fixed-term contracts, but excludes apprentices, working students and mini jobs. All salaries were normalised to a full-time employee (FTE) equivalent of 1.0, i.e. the salary of a worker working 50% was doubled for the purpose of the analysis. The unadjusted pay gap analysis is based on a linear model to explain total cash compensation. The gap was also calculated taking into account the different salary levels in the various countries (Germany, Switzerland, Netherlands, Rest of Europe). Apart from the control variables mentioned before, no other variables besides gender were used. In this model, the gender effect is ~19%. That is, the average salary of a male employee in Germany is 16.6% higher than the average salary of a female employee. In Europe it is 34.1%. The adjusted pay gap analysis is based on the same linear model to explain total cash compensation. In addition, we use two control variables: job family group and management level. That is, we implement this control to account for the fact that male and female colleagues work in different job families and hold positions on different management levels. To determine the management level, the variables (influence, expertise, communication and complexity) are taken into account. In this model, the gender effect is reduced to only ~3%. On a per country level, results are similar with an adjusted gender pay gap ranging between 2.9% for Germany and 4.8% for Europe.

Comparison of gender pay gap 2022 to 2023

Unadjusted gender pay gap (in %)*

	2022	2023
Segment Germany	27.0	16.6
Segment Europe	37.6	34.1

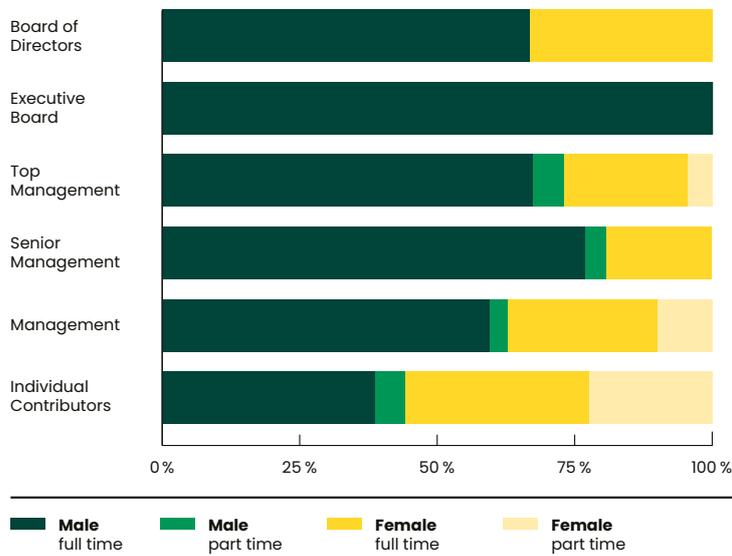
Adjusted gender pay gap (in %)*

	2022	2023
Segment Germany	1.2	2.9
Segment Europe	5.3	4.8

* The methodology for calculating the gender pay gap has changed slightly compared to the previous year (see text above for a detailed description). The different salary levels in the individual countries were taken into account as an additional variable. This variable was not taken into account in the 2022 report, but is reflected in the figures above.

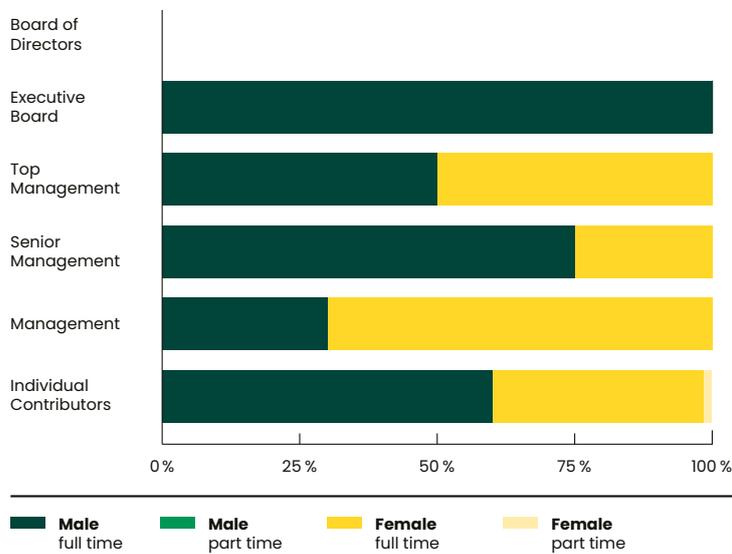
To summarise, it can be stated that there is no wage discrimination between men and women at DocMorris. Even if there has been a slight deterioration in the pay gap compared to the previous year, the same wages are paid for the same work. What DocMorris will improve is the representation of women in executive and top management positions as well as in expert positions. GRI 405-2

Job level Segment Germany



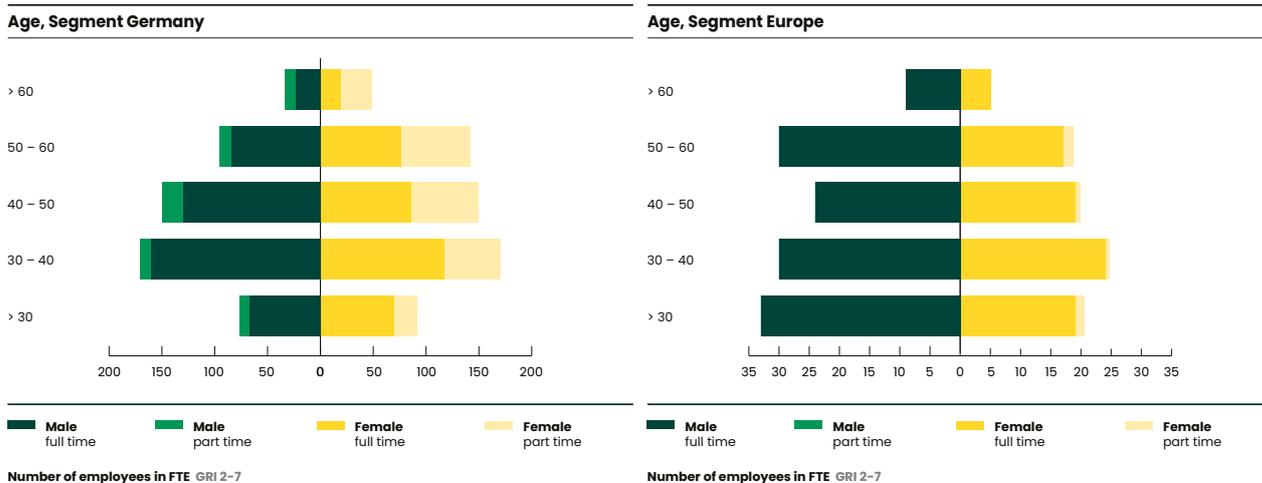
Share of employees GRI 405-1

Job level Segment Europe



Share of employees GRI 405-1

Representation of female colleagues in management level positions, particularly in top management and on the Executive Board level does not match the overall share of female colleagues.



DocMorris’ D&I strategy elements

The D&I Round Table has become a key element in 2023 to establish and deepen the D&I strategy and to create awareness. The Round Table provides a platform for employees at all levels to engage meaningful conversations. It takes place regularly and all employees are invited to participate. The goal is to enrich an experience that will encourage open dialogue, foster understanding and promote positive change within DocMorris. DocMorris encourages all employees, regardless of their position or background, to join this conversation. The perspective and engagement of the employees are vital to create a more inclusive and equitable workplace.

DocMorris conducts workshops and training modules to strengthen intercultural competence within the company. As a company with employees of 59 nationalities, it is important to treat people from other cultures with respect, to accept differences and to work successfully and responsibly. These training sessions are not only intended to deepen the understanding of D&I but also the cultural understanding based on empathy, tolerance and the willingness to change perspectives.

Supporting local integration projects is also very important to DocMorris. In the Netherlands, DocMorris works with the Employer Service Point (WSP Werkgevers Service Punt). Employer Service Points offer support in the search for new staff, especially those employees who are far from the labour market. DocMorris has been working with the WSP for many years to enable people with disabilities to find work. In 2023, 34 of these employees worked at DocMorris.

5.7 Talent development

The ability to retain high performers and knowledge carriers is a high priority for DocMorris' long-term success. In addition, DocMorris fosters the development of employees' strengths and potentials and aims to provide them with the skills necessary for outstanding performance in their role. All forms of education and training, competence building, and career development are of utmost importance for DocMorris.

Training and engaging talent

Talent development and the support of a growing mindset is substantial for the DocMorris Management. The learning offer was further optimised and individualised in 2023 so that it could be tailored to each employee. The training courses are strongly focused on the changes taking place in the business environment and thus on strengthening the resilience of employees. Cultural topics, cross-functional work, agile project work and more transparency in communication are strongly supported in the training modules. A total of 80% of employees took part in these internal learning programmes. Another focus continues to be on language training. The digital learning opportunities LinkedIn learning & GoFluent language learning continued in 2023. Wherever possible, employees are provided with the opportunity to invest time in learning activities during their working hours.

Due to these efforts a lot of progress was made over the course of the year:

- 49% of all employees viewed content on their LinkedIn learning account and completed about 20,000 learning nuggets in 2023.
- Employees spent a total of 3,066 hours on the GoFluent language learning platform.

Supporting culture transformation with #OurJourney

DocMorris' employee dialogue approach #OurJourney is designed to support its cultural shift with a focus on supporting the alignment between shared objectives, ongoing dialogues about performance, development and priorities as well as forward-looking development measures to see and support talent. Launched in 2022, the use of #OurJourney was not mandatory for employees in 2023. Nevertheless, 93% of the employees used the approach. This prepared the company to make the employee dialogue with #OurJourney mandatory to almost all of our employees in 2024.

5.8 Labour and human rights

DocMorris assumes its responsibility to enable sustainable development through its actions and is fully aware that entrepreneurial success is only possible in the long term in harmony with people and environment.

Committed to internationally recognised human rights

The Corporate Code of Conduct approved by the Board of Directors in December 2021 serves as the basis for compliance with human rights at DocMorris. The Supplier Code of Conduct implemented in 2023 is another building block for DocMorris' responsible behaviour with regard to respecting human rights. For more information, see the Reliable Partnerships chapter.

Committed to internationally recognised human rights, DocMorris supports internationally recognised human rights, their protection and observance.

For example, DocMorris joined the United Nations Global Compact (UNGC) at the beginning of 2022 and actions are guided by globally recognised standards and agreements, such as the UN Charter of Human Rights (Universal Declaration of Human Rights of the United Nations) or the ILO Declaration on Fundamental Rights and Responsibilities at Work.

In this context, DocMorris pays particular attention to the requirements regarding working hours, protection against discrimination, fair income, respect for freedom of association, and occupational health and safety. DocMorris believes that risks related to the violation of workers' rights to exercise their freedom of association or collective bargaining can be considered low, as all sites are in countries with high standards towards workers' rights and operations are managed with a clear focus on providing good labour conditions. All employees are informed and educated about their rights as part of their onboarding. In addition, they are informed about the processes in place. GRI 2-23, 2-30

Leadership commitment to human rights

DocMorris' labour and human rights efforts are led by the management boards and implemented by the local management in partnership with the HR department. Given the continued inflationary market conditions, providing good working conditions in operations (e.g. warehouses, customer service) leads to cost-pressure in day-to-day operations. However, DocMorris is committed to remaining an attractive employer and continuing to pay living wages as well as providing good working conditions for all employees. DocMorris maintains positive relationships with all workers councils and workers unions in the Netherlands, since one of DocMorris' largest sites is located in Heerlen. As of 31 December 2023, 705 employees were covered by a collective bargaining agreement, which

includes all employees of DocMorris N.V. and DocMorris Services B.V. Excluded from the coverage is the management level, which in case of DocMorris N.V. are members of the Board and in case of DocMorris Services B.V. are the Executive Directors. GRI 2-30

6 Reliable Partnerships

Partnerships are an integral part of the success across DocMorris. The company views strong, reliable partnerships and regular exchange as essential to advance the common mission of sustainable development. With its stakeholders – be it customers, investors, suppliers or employees – DocMorris is in regular contact and strives to further intensify the dialogue and improve partnerships.

Highlights 2023

In 2023, DocMorris endeavoured to be a leader in corporate social responsibility, and the company implemented a Code of Conduct for Suppliers together with the European Association of E-Pharmacies (EAEP) this year.

Target achievement 2023

Main short-term target 2023	Achieved
Finalise and implement our Supplier Code of Conduct	✓ DocMorris implemented a Code of Conduct for Suppliers together with the EAEP (European Association of E-Pharmacies).

Future targets

2024 (new)	Mid-term (new)	Long-term (extended)
1. 25% of our suppliers have agreed to the Supplier Code of Conduct	1. All of our suppliers have agreed to the Supplier Code of Conduct by 2030	1. We foster respect of human rights within the whole supply chain (upstream & downstream)

Additional targets: Review of progress in 2023

	Result	2023 progress and outlook
Intensify and expand our dialogue with our stakeholders		We further intensified the communication with our stakeholders via OurJourney and the Supplier Day.
Further extend our partnerships for improved care.		We have onboarded new partners that help us to improve our chronic care services.

6.1 Stakeholder dialogue

Shared responsibilities for stakeholder engagement

DocMorris strives to maintain a continuous and transparent dialogue with relevant stakeholders and to take their interest into account in corporate decision-making processes. Stakeholder dialogues take place in all segments of the company. The department or function that is in direct contact with the stakeholders is responsible for the respective stakeholder dialogue and therefore responsibilities are shared between HR, Investor Relations, Account Managers, Procurement and Logistics. The Head of Sustainability is responsible for gradually building and managing the ongoing formal stakeholder dialogue on the topic of sustainability. Many fruitful interactions were held with the company's shareholders, proxy advisers, sustainability experts and consultants on its sustainability journey. While regular exchanges take place in a more informal manner, a structured stakeholder survey on the topic of sustainability is conducted regularly, the next one will be carried out in 2024.

Continuous interaction with relevant stakeholders

DocMorris encourages an open dialogue with its most important stakeholders through continuous and transparent exchanges. Through the exchange of ideas, concerns and expertise, DocMorris factors in the contributions of all of its constituencies to collectively scale sustainable development. DocMorris is aware of its responsibility to contribute to sustainable development and committed to foster a sustainable future together with its stakeholders.

Reliable partnerships

As part of the materiality analysis, DocMorris identifies and maintains continuous conversations with its most important stakeholders. The company maps out relevant stakeholders by determining which stakeholders are significantly impacted by its business activities, and hence crucial for the success of DocMorris. The dialogue with relevant stakeholders facilitates the finalisation and communication of the most material economic, environmental, social and governance topics for DocMorris. GRI 3-1

The following table summarises DocMorris' most important stakeholders, the way in which DocMorris engages with them and the key topics and concerns raised.

Approach to stakeholder engagement, key topics and concerns raised GRI 2-29

Stakeholder	Examples for engagement	Topics of concern
Business partners	Individual meetings, Group meetings on common topics	<ul style="list-style-type: none"> – Good Corporate Governance as a competitive advantage – Ensure compliance with laws, trust of customers/investors/employees in the company – Reliable digital systems and data protection as well as intelligent and efficient use of data
Investors	Regular exchange between investors, analysts and DocMorris Management and Investor Relations team	<ul style="list-style-type: none"> – Business ethics and compliance – Economic performance – Strategy – Reliable digital systems and data protection
Customers	Individual discussions on customer service, regular surveys on relevant topics, comments on popular digital platforms (Trustpilot or similar)	<ul style="list-style-type: none"> – Ensure secure and reliable data protection – Product quality and safety, including instructions for storage and protected fast deliveries if required – Compliance with labour and human rights (in the company and with suppliers) – Future-oriented measures in the area of packaging materials/waste and climate protection
Suppliers	Individual meetings, information on important developments by e-mail/intranet	<ul style="list-style-type: none"> – Business ethics and compliance – Reliable digital systems and data protection – Human rights in the supply chain
Employees	Individual meetings, information on important developments by e-mail/intranet	<ul style="list-style-type: none"> – Corporate culture and attractive working conditions – Further development in the area of diversity, equal opportunities and equal treatment – Labour and human rights as a general prerequisite – Occupational safety and health protection – Talent development
Civil society	Regular exchange with various NGOs and patient associations	<ul style="list-style-type: none"> – Corporate Governance – Business ethics and compliance – Product quality and safety – Social and environmental assessment of suppliers

List of industry and member associations and / or (inter)national organisations of which DocMorris is a member or plays an important role GRI 2-28

Abbreviation	Association
SMG	SMG Schweizerische Management Gesellschaft (Swiss Management Association) Zeltweg 48, 8032 Zürich, Switzerland
IIA	IIA The Institute of Internal Auditors Switzerland, Vulkanstrasse 120, CH-8048 Zürich
Forum BGM	Forum BGM Ostschweiz, Postfach 9001 St. Gallen
Global Compact	UN Global Compact Network Switzerland & Liechtenstein, Hegibachstrasse 47, CH-8032 Zürich
Bitkom e.V.	Bitkom e.V. (Bitkom Digital Association) Albrechtstraße 10, 10117 Berlin, Germany
FoE	FoE Friends of Europe asbl Square de Meetés 5–6, 1000 Brussels, Belgium
GWD	Grüner Wirtschaftsdialog e.V. (Green Economic Dialogue) Dorotheenstr. 3, 10117 Berlin, Germany
SPD-Wirtschaftsforum	Wirtschaftsforum der SPD e.V. (Economic Forum SPD) Dorotheenstraße 35, 10117 Berlin, Germany
Wirtschaftsrat	Der Wirtschaftsrat der CDU e.V. (Economic Council CDU) Luisenstraße 44, 10117 Berlin, Germany
EAEP	EAEP European Association of E-Pharmacies Erik de Rodeweg 11–3, NL-5975 WD, Sevenum, The Netherlands
BEVH	BEVH Bundesverband E Commerce und Versandhandel (Federal Association for E-Commerce and Mail-Order Business) Friedrichstraße 60, 10117 Berlin, Germany
BMC	BMC Bundesverband Managed Care e.V. (German Managed Care Association) Friedrichstr. 136, 10117 Berlin, Germany Abbreviation Association
BVDVA	BVDVA Bundesverband Deutscher Versandapotheken (Federal Association of German Mail-Order Pharmacies) Albrechtstraße 13, 10117 Berlin, Germany
bvitg	bvitg Bundesverband Gesundheits-IT bvitg e.V. (Federal Association for Health IT) Friedrichstraße 200, 10117 Berlin, Germany
BVL	BVL Bundesvereinigung Logistik e.V. (Federal Association Logistics) Schlachte 31, 28195 Bremen, Germany
Ad Hoc Council	Ad Hoc Council – The European Government Business Relations Council, London, UK

Dialogue with industry associations and civil society

Membership in different industry associations allows for a fruitful exchange on best practices, latest developments and provides the opportunity to play an active part in shaping the future of digital healthcare. Bitkom, for instance, is one of the leading digital associations in Germany, in which more than 2,000 companies from nearly all sectors aim to transform the economy, make Germany a leader in digitalisation and strengthen digital sovereignty.

In 2023, engagement included:

- Weekly exchanges with the Bitkom Manager Health & Pharma
- Biweekly board meetings
- Quarterly meeting with working group “Pharma digital”
- Quarterly meeting with working group “E-Health
- Quarterly meeting with working group “Public Affairs”
- Participation in Digital Health Conference 2023 on 30 November, Berlin, Germany

The European Association of E-Pharmacies (EAEP) constitutes another important forum for knowledge-sharing among peers, to discuss relevant policy initiatives on EU and European level and to make the voice of the sector heard vis-à-vis actors such as the European Commission, the European Parliament, other industry associations and NGOs. The members of the EAEP seek to strengthen the European health sector by ensuring better access to health-related products and services for people across the continent. In addition to the existing committees on e-health, pharmacy and sustainability, a new committee on data protection and cybersecurity was created in order to account for the growing challenges in that domain for members.

In 2023, engagement included:

- Weekly exchanges with the EAEP Head of Brussels Office
- Quarterly meetings with the pharmacy committee
- Quarterly meetings with the e-health committee
- Annual meeting with the sustainability committee

Irregular:

- Meetings with the cybersecurity and data protection committee
- Two board meetings
- Two General Assembly meetings
- EAEP event on the European Health Data Space (EHDS) on 25 April 2023 in Berlin, Germany

EAEP event on the Pharmaceutical Legislation, gathering around 70 stakeholders, on 26 October, Brussels, Belgium

Dialogue with employees

Employees are the core of DocMorris’ operations and each of them contributes to the implementation of the strategy and, ultimately, to the company’s success. An open and transparent dialogue is therefore vital and important elements of the Group’s approach are already outlined above in the “Caring Company” section. Apart from everyday informal or formal exchange in-person as well as via e-mails, telephone and video calls, further tools served to inform and interact.

In 2023, this included:

- Three times per year (virtual) DocMorris townhall meetings in which the Executive Board announced important strategic decisions, gave an update on the financial and operational performance, outlined current and future projects and answered questions from employees.
 - Additionally, on important ad hoc topics, townhalls are held at short notice.
- Monthly townhall meetings at segment level in Germany and the EU with members of the respective steering committees.
- Intranet, which enhanced the dialogue with and among employees via different streams
 - Content: information posts on important announcements and dates, newsletters from departments such as Investor Relations and Public Affairs, location-specific posts (e.g. streams “DocMorris Berlin” or “DocMorris Heerlen”), questions and ideas from employees
 - Figures: more than 1,300 posts and more than 1,200 comments in 2023 (total) demonstrate a high degree of activity and interaction.

Supplier Day 2023

Since strong partnerships are at the heart of the DocMorris patient-centred, digital ecosystem, the second Supplier Day, held in September 2023, focused on collaboration and communication. More than 200 health partners attended this time, among them the most important pharmaceutical manufacturers, indirect suppliers and wholesalers. The focus at the Supplier Day is to identify, facilitate and build strong Pharma Partnerships as a cornerstone for the DocMorris digital health ecosystem. Suppliers were invited to tours of the modern logistics centre at the Heerlen site, as well as to informative presentations, an inspiring panel discussion and joint discussions at the nearby Eurogress Aachen. Besides a comprehensive business update, the strategic focus for the e-prescription was emphasised, current products and services were introduced, and the importance of strong partnerships was highlighted.

Supplier Code of Conduct

DocMorris is also committed to integrating its sustainability agenda in its business relationships with suppliers and has therefore implemented a Supplier Code of Conduct together with the EAEP (European Association of E-Pharmacies), which was sent to all suppliers and bindingly approved. The guidelines contain key standards in the area of ethics, labour and human rights, health and safety, climate and environment, quality, as well as governance and management systems that suppliers are expected to adhere to. For the future, DocMorris has set clear targets: In 2024, 25% of its suppliers and in 2030, all of its suppliers will have agreed to the Code of Conduct. DocMorris is confident that this will enhance the mutual understanding of sustainability aspects in its business relationships.

7 GRI reporting

7.1 About this report

DocMorris uses the GRI Standards to disclose its sustainability efforts.

This report has been published on 21 March 2024 and comprises the calendar year 2023 (same as the annual report).

DocMorris commits to an annual reporting process. GRI 2-3 There are some significant changes from previous reportings due to improvements in the data collection and carbon emission measurement, see chapter 4.2 for the energy consumption). GRI 2-4 There were no significant changes in DocMorris' value chain in 2023. GRI 2-6

The contents of the sustainability report have not been externally assured. GRI 2-5 The contact point for questions regarding the report is Dr. Daniel Grigat, Head of Investor Relations & Sustainability, DocMorris. GRI 2-3

7.2 GRI content index

DocMorris has reported in accordance with the GRI Standards for the period 1 January 2023 to 31 December 2023. For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the English version of the report.

GRI 1 used
Applicable GRI Sector Standards(s)

GRI 1: Foundation 2021
not applicable



**CONTENT INDEX
ESSENTIALS SERVICE**

2024

GRI Standard	Disclosures	Reference / information	Omission (Requirements omitted (RO), Reason (R), Explanation (E))
General Disclosures			
The organization and its reporting practices			
GRI 2: General Disclosures 2021	2-1 Organizational details	p. 4, 41	
	2-2 Entities included in the organization's sustainability reporting	p. 4	
	2-3 Reporting period, frequency and contact point	p. 64	
	2-4 Restatements of information	p. 64	
	2-5 External assurance	p. 64	
Activities and workers			
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	p. 4, 33, 41, 64	
	2-7 Employees	p. 4, p. 51, p.54	
	2-8 Workers who are not employees	p. 51	
Governance			
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	p. 12, AR23 ²²⁾	
	2-10 Nomination and selection of the highest governance body	p. 42	
	2-11 Chair of the highest governance body	p. 42	
	2-12 Role of the highest governance body in overseeing the management of impacts	p. 12	
	2-13 Delegation of responsibility for managing impacts	p. 12	
	2-14 Role of the highest governance body in sustainability reporting	p. 8, 12	
	2-15 Conflicts of interest	p. 42–43	
	2-16 Communication of critical concerns	p. 42–43	
	2-17 Collective knowledge of the highest governance body	p. 12, AR23 ²²⁾	
	2-18 Evaluation of the performance of the highest governance body	p. 42–43, AR23 ²²⁾	
	2-19 Remuneration policies	p. 43, AR23 ²²⁾	
	2-20 Process to determine remuneration	p. 43, AR23 ²²⁾	
	2-21 Annual total compensation ratio	p. 43, AR23 ²³⁾	
Strategy, policies and practices			
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy	p. 5	
	2-23 Policy commitments	p. 39, 56	
	2-24 Embedding policy commitments	p. 39	
	2-25 Processes to remediate negative impacts	p. 39	
	2-26 Mechanisms for seeking advice and raising concerns	p. 39	
	2-27 Compliance with laws and regulations	p. 40	
	2-28 Membership associations	p. 61	
Stakeholder engagement			
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement	p. 60	
	2-30 Collective bargaining agreements	p. 56–57	

22) AR23: Annual Report 2023: <https://report.docmorris.com/2023>, Corporate Governance23) AR23: Annual Report 2023: <https://report.docmorris.com/2023>, Compensation Report

GRI Standard	Disclosures	Reference / information	Omission (Requirements omitted (RO), Reason (R), Explanation (E))
Material topics			
GRI 3: Material Topics 2021	3-1 Process to determine material topics 3-2 List of material topics	p. 8, 59 p. 8	
	Improvement of medication efficacy, pharmaceutical quality and safety and better health care outcomes		
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 19–21	
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported 203-2 Significant indirect economic impacts	p. 19 p. 19	
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	p. 20	
	Seamless health journeys		
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 17–18	
	Responsible marketing and sales practices		
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 22–23	
GRI 417: Marketing and labeling 2016	417-1 Requirements for product and service information and labeling 417-2 Incidents of non-compliance concerning product and service information and labeling 417-3 Incidents of non-compliance concerning marketing communications	p. 22 p. 22 p. 22	
	Partnerships for improved care		
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 24	
	Climate protection and sustainable energy use		
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 27–30	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	p. 29	
GRI 305: Emissions 2016	305-1 Direct (scope 1) GHG emissions 305-2 Energy indirect (scope 2) GHG emissions	p. 30 p. 30	

GRI Standard	Disclosures	Reference / information	Omission (Requirements omitted (RO), Reason (R), Explanation (E))
Material topics			
Packaging materials and waste			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 31–32	
GRI 301: Materials 2016	301-1 Materials used by weight or volume 301-2 Recycled input materials used	p. 32 p. 32	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts 306-2 Management of significant waste-related impacts 306-3 Waste generated	p. 31 p. 31 p. 32	
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GRI 3: Material Topics 2021	3-3 Management of material topics	p. 33–34	
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GRI 3: Material Topics 2021	3-3 Management of material topics	p. 37–38	
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GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption 205-3 Confirmed incidents of corruption and actions taken	p. 40 p. 40	
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	p. 40	
Corporate governance			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 41–44	
Corporate culture and attractive working conditions			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 45–47	

GRI Standard	Disclosures	Reference / information	Omission (Requirements omitted (RO), Reason (R), Explanation (E))
Material topics			
Occupational health and safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 48–50	
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	p. 48	
	403-2 Hazard identification, risk assessment, and incident investigation	p. 48	
	403-3 Occupational health services	p. 49	
	403-4 Worker participation, consultation, and communication on occupational health and safety	p. 49	
	403-5 Worker training on occupational health and safety	p. 49	
	403-6 Promotion of worker health	p. 50	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 48	
	403-9 Work-related injuries	p. 50	
Diversity and inclusion (employees and patients)			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 51–54	
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	p. 51, 53	
	405-2 Ratio of basic salary and remuneration of women to men	p. 52	
Talent development			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 55	
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GRI 3: Material Topics 2021	3-3 Management of material topics	p. 56–57	
Stakeholder dialogue			
GRI 3: Material Topics 2021	3-3 Management of material topics	p. 59–63	

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