

THAT SUPERDRUG FEELING

As the experts in health, wellness, and beauty, we help each customer feel their health, know their beauty, and shine like a star.

Our vision: To be the best in everyday accessible beauty and health

To us, being the best is about creating great brands, exciting with new ideas and delivering best-in-class services. It's about welcoming and celebrating all of our customers from every walk of life. And it's about taking responsibility for the choices we make and our impact on the world around us, driving positive change in our communities and our industry.

Our people are at the heart of our business, and we believe that our four values:

Customer service, teamwork, learning, and honesty are what make us super.

OUR MISSION

To be our customers' first choice in up to the minute beauty and health, loved for value, choice, friendly advice and fun

THAT SUPERDRUG FEELING IN NUMBERS

That Superdrug Feeling is about big steps and bold actions to help us Excite, Care, Empower and Do Good.

55 years of bringing the latest in beauty and health to our customers

82% reduction in our carbon footprint since 2010, 95% aim by 2030

Zero PVC in our own brand packaging by 2025

1,600 vegan products

Widest range of Curls, Coils and Waves products on the high-street

4,500 apprentices over 15 years of our award-winning apprenticeship programme

25,000 jobs pledge for 16- to 23-years-olds by 2030

Price freeze on over 5,000 health and beauty products to help customers during the Cost-of-Living Crisis

1st Health and Beauty Retailer to launch a Marketplace

7 days a week video GP appointments

250+ stores offering same day delivery

30mins free order & collect

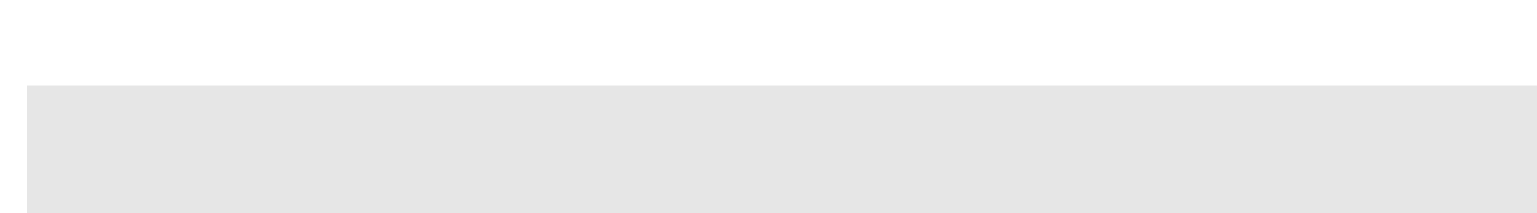
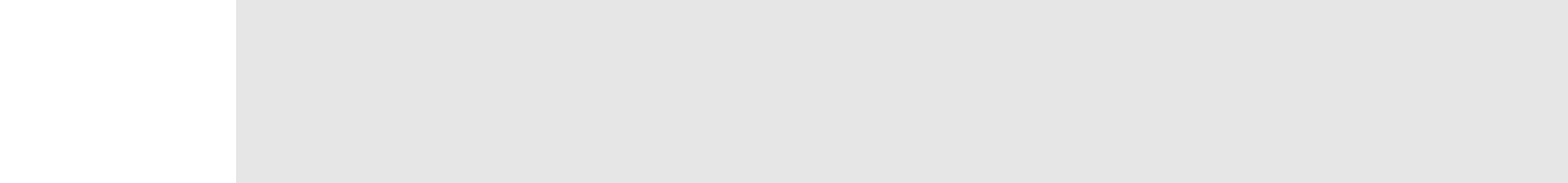
~£10million donated to Marie Curie

100+ stores with Beauty Banks donation points

DOING GOOD FEELS SUPER

Here at Superdrug Doing Good Feels Super is not just a mission statement, it is the core belief that drives who we are and what we do. A key strategic focus, our business-wide commitment to Corporate Social Responsibility (CSR) shows our dedication to creating a better future for us all.

Made up of four strategic pillars, we're taking positive action for our **Planet, Community, Customer** and **People** through initiatives including packaging changes, charity partnerships, customer-centric campaigns and supporting financial, mental, physical and social wellbeing of our colleagues



OUR PLEDGE TO THE PLANET

We're proud of our progress for the planet. Since 2010, we have reduced our carbon footprint by 82%, a great step towards our target of a 95% decrease by 2030.

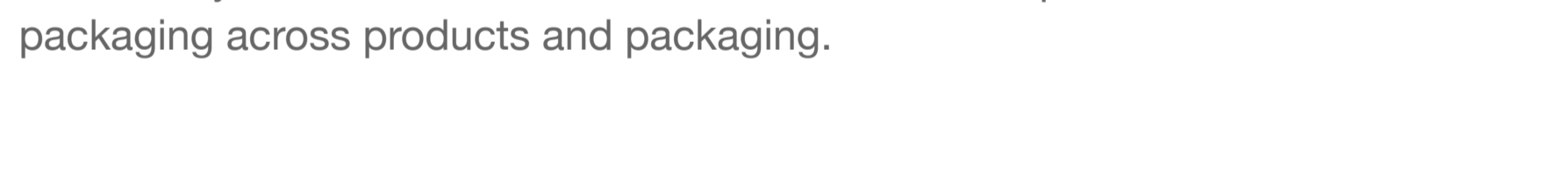
Our 830 stores have undergone major refits with LED lighting to increase our energy efficiency and reduce our electricity and gas consumption. What's more, we have been using 100% zero carbon renewable energy since 2019.

We also manage our waste and control of our recycling processes so that we have full visibility and look to minimise the environmental impact of our eCommerce packaging across products and packaging.

MAKING A DIFFERENCE TO OUR COMMUNITIES

We pride ourselves on using our trusted place in the community to give something back and make a difference to people's health, wellbeing, and futures. Superdrug and A.S Watson Group have a number of long-standing and successful partnerships.

Through these partnerships we have raised almost **£10million for Marie Curie**, we continue to **support Beauty Banks** in their goal to make hygiene poverty history with donation points in more than 100 Superdrug stores nationwide and we've helped to support the Give a Smile campaign in partnership with Operation Smile. We also partner with brands such as **Unilever** and **Maybelline** to support their initiatives for the LGBTQ+ community and reducing waste to landfill respectively. In 2022, we donated £10,000 to our charity Switchboard, a partner we've supported for 5-years.



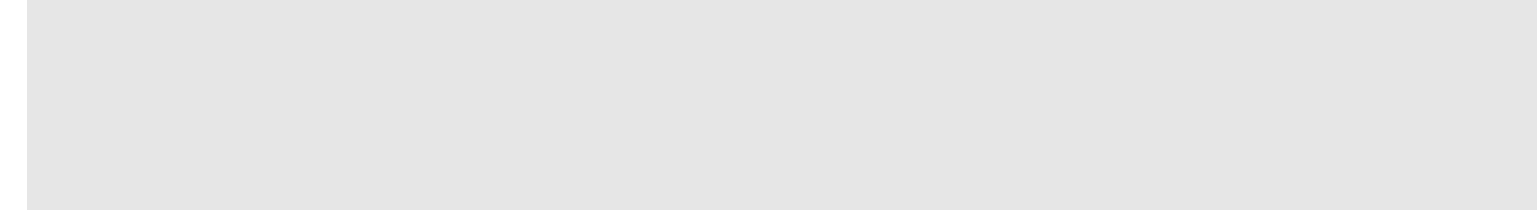
OUR CUSTOMERS FEEL SEEN

We are committed to providing the best health and beauty experience possible, ensuring our customers feel seen and represented across all our channels. Whether in-store or online, our customers will experience 'That Superdrug Feeling' always.

We are passionate that our customers are listened to when it comes to introducing new products or making changes to existing ones. We know our customers want the choice to shop more sustain from **microbeads and microplastics to packaging**. We are working towards using only **sustainable shea**, intend on using only **RSPO-certified palm oil**, aim to make all our products 100% vegan, plan to exclusively use **sustainable paper and card in our packaging** and are targeting to make all our **packaging recyclable, reusable or compostable** by 2025.

Our customers have a voice; **Shades of You** was established to change shopping experiences for people of colour, taking a positive approach as a retailer to listen to our customers and ensure everyone can find the products they need on the high-street.

Now more than ever, we are committed to helping our customers through the Cost-of-Living Crisis with several initiatives, including a **price freeze on 130 everyday essential own-brand products** and a **Shop Smart campaign** partnership to raise awareness of keeping costs down across beauty and personal care.



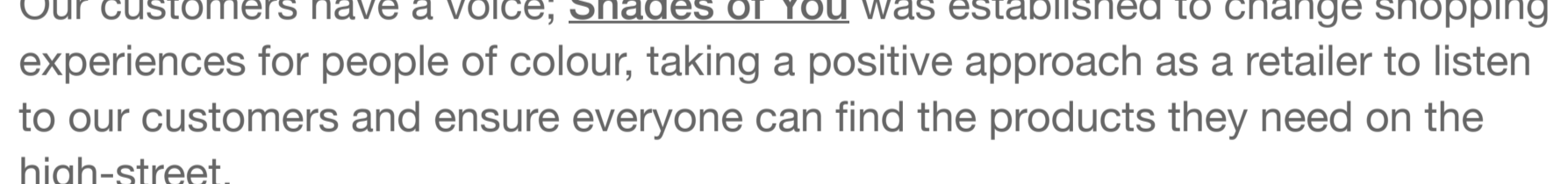
A COMMITMENT TO OUR SUPERSTARS

Our people make us who we are. We nurture and develop talent across all of our teams and are grateful to all of our Superstars for their time and energy and we are proud to have such an incredible Superdrug team.

We're committed to being a truly inclusive workplace for every employee and prospective employee through the **Everyone Matters Inclusion Strategy**.

Our **apprenticeship program** is award-winning. In 15 years of the program, over 4,500 people have achieved a qualification and 85% of those who complete have secured jobs with us.

And, the wellbeing of our team is paramount, which is why we launched the **Be Kind, Shop Kind** campaign in response to the rise in aggressive behaviour towards our store colleagues during the pandemic and why we have a **cost-of-living support program** for our colleagues.



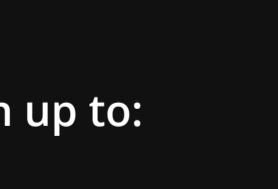
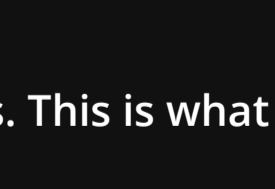
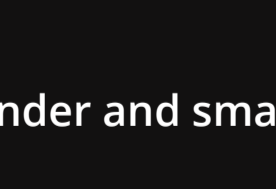
Meet the team behind our brand

Button

Part of the A.S. Watson Group

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We are making kinder and smarter choices. This is what we've been up to:



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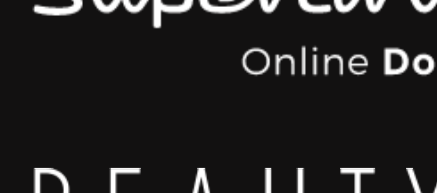
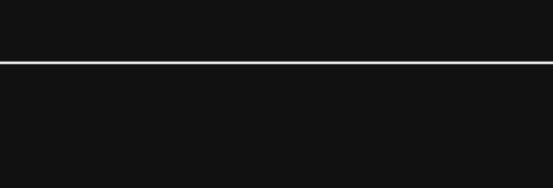
CNF or Portal Enquiries

Modern Slavery & Tax Statements

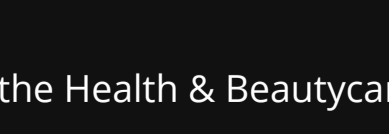
Gender Pay Gap

Pension Plan

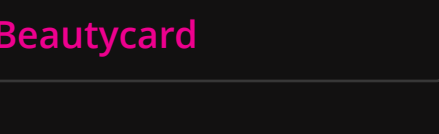
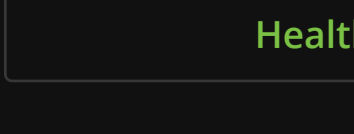
Corporate Governance Statements



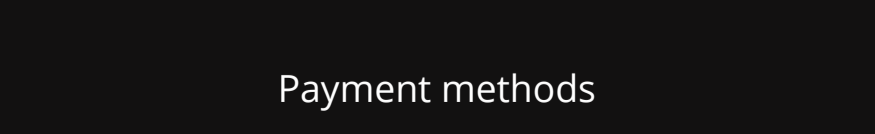
Get the Health & Beautycard



Download Superdrug App



Payment methods



We support



IN THE KNOW

The Press & News Centre is a Hall of Fame for all things Superdrug including news stories, press releases and reports.

PRESS RELEASES

These press releases capture our proudest moments including our latest launches, initiatives, and campaigns. Have a browse and be prepared to be im-press-ed!

REPORTS & RESULTS

Want to catch up on our financial results? Or take a look at our first Corporate Social Responsibility (CSR) Report? Then you're in the right place.

“Superdrug’s robust 2021 performance, despite the pandemic and ongoing challenging market conditions, is testament to the strength of our business model, the diligence of our people and our ability to innovate, evolve and put a smile on our customers’ faces.”

Peter Macnab, Chief Executive Officer

LIVE UPDATES

Catch up on our latest news and find more on [Social Highlights](#).

LOOKING FOR MORE?

You'll find brand assets including logos and product, campaign and storefront images in our [Super Studio](#) as well as details for getting in touch with our press team.

Get the brand assets you need in our Brand Studio

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Catch up on all things Superdrug

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Superdrug TV ☆

Superdrug Online Doctor ☆

BEAUTY STUDIO

Superdrug mobile ☆

Get the Health & Beautycard

Health & Beautycard

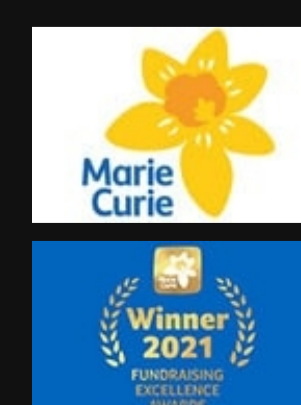
Download Superdrug App



Payment methods



We support



MEET OUR EXECUTIVE TEAM

Our Board of Directors come from very different walks of life and unite to bring That Superdrug Feeling to our people and customers.

Every member of our Superdrug team is a Superstar, bringing fresh ideas, experiences and skills to the table.

Peter Macnab, CEO

It was 1972 when Peter started his career at a supermarket chain carrying shopping bags out to customers' cars. With decades of retail experience behind him, Peter manages our overall operations, structure, strategy, and agendas.

His passion for our stores and bringing products, services and deals that deliver the best in everyday accessible beauty and health to customers is legendary. He's also driven by a mission to bring Superdrug's stores together with the online world.

"I still spend much of my time travelling the country, going into our stores and walking the shop floors – it is by speaking to customers that we're able to react, evolve and succeed."

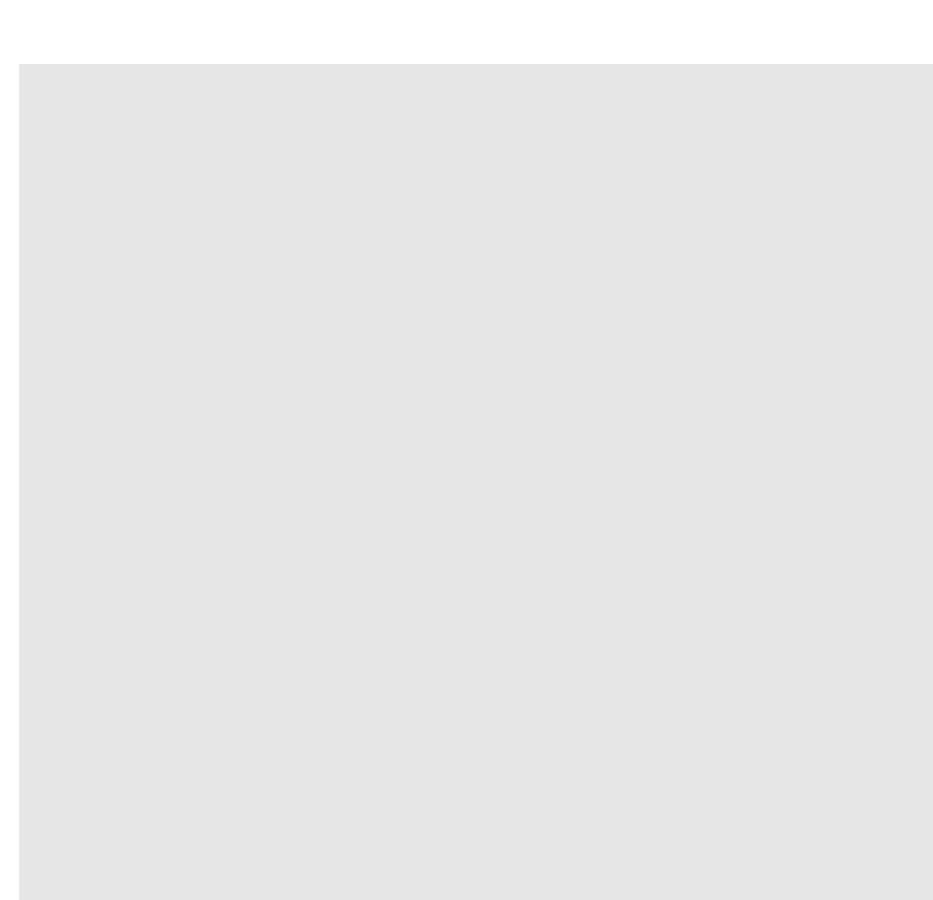


Simon Comins, Commercial Director

Joining our business at just 15-years old, Simon started out working at his local Superdrug store. 35 years later, and he's worked across all areas of the business in various roles before becoming our Chief Commercial Officer.

Overseeing our commercial teams and heading our marketing and Customer Relationship Management (CRM) teams, Simon helps to ensure our brand messages are clear and consistent and is responsible for making sure the shelves in more than 800 Superdrug stores are home to the best selection of beauty and health products on the high street.

"Quote tbc."



Richard Fleming, Finance Director

Richard began his career as an Audit Supervisor at Deloitte UK before working as Trading Finance Manager for British Home Stores. He then joined Sainsbury's where he worked in various senior positions including Director of Group Finance and Logistics Director over a 14-year period.

Richard joined us as Finance Director for A.S. Watson in 2015, encompassing both the Superdrug and Saver brands. He continues to lead the way in building on our robust financial performance and meeting the most challenging of ongoing market conditions.

"Our broad strategy is relevant to our customers' needs and is a real strength as we continue to build on our success so far. We're in a strong financial position to invest and I'm confident in the future growth of our business."

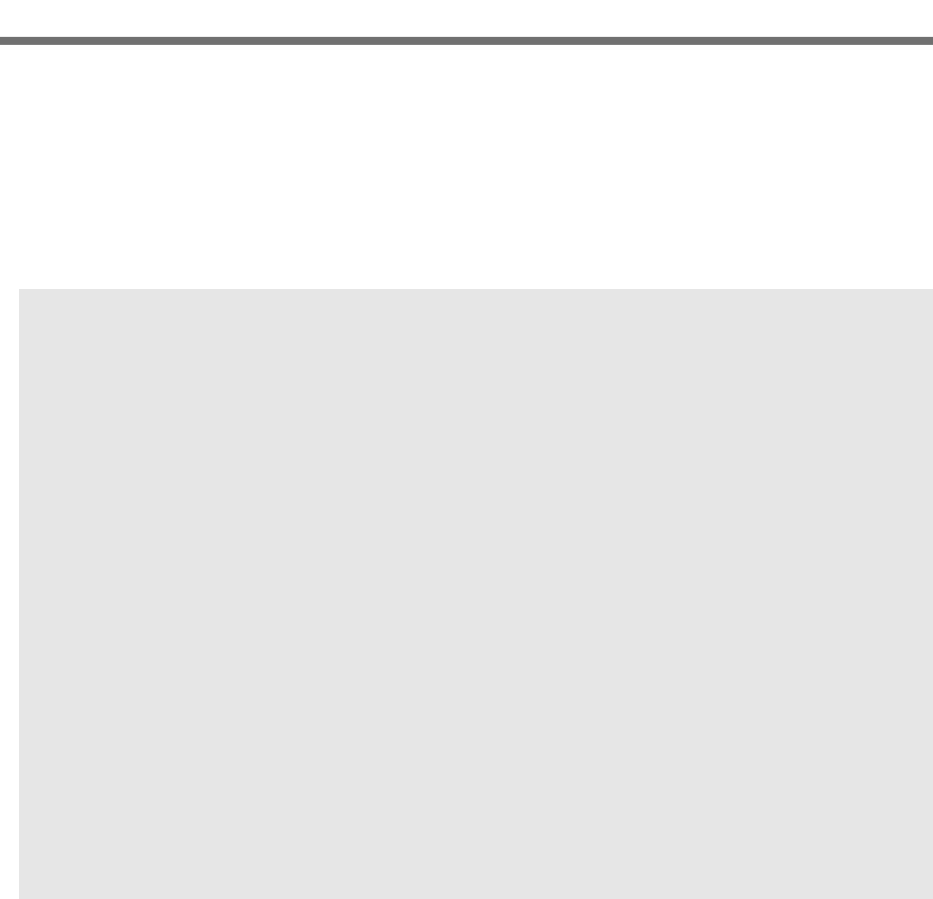


Caris Newson, Interim Healthcare Director

After successfully completing a Sainsbury's graduate scheme, Caris worked in many of the supermarket's categories as a buyer. She joined us in 2012 and hit the ground running delivering our healthcare strategy.

Caris continued to progress, grow, and develop within our health and pharmacy categories. From new product launches and category creation to building partnerships and working across functions – her experience is diverse. Today, Caris is accountable for our pharmacy, nurse, and retail health proposition.

"From launching health checks in our health clinics to growing our best-in-class Online Doctor and eNHS services – we remain determined and committed to making healthcare accessible and affordable to as many of our colleagues, customers, and communities as we possibly can."

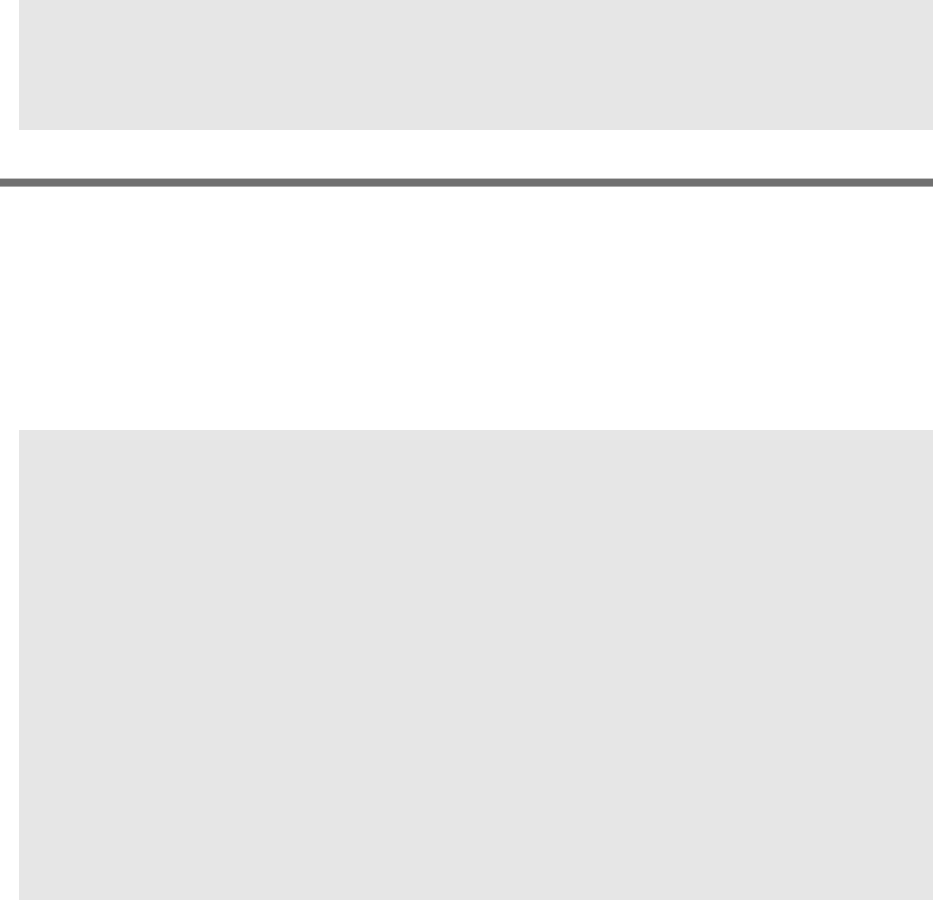


Matt Walburn, Marketing, eCommerce, Digital and Customer Director

With a strong marketing background and a great deal of experience in retail, Matt began his career in marketing at Sainsbury's before moving onto roles at Homebase and Dixons Carphone.

Today, he continues to focus on bringing a best-in-class O+O experience to our customers, whether in-store, through eCommerce or as part of our customer relationship management (CRM) strategy. Matt is responsible for driving our omnichannel as well as Marketplace strategy.

"Marketplace is a vital step for our business as we look to strengthen further our role in health and beauty retail and start to build into new associated categories."

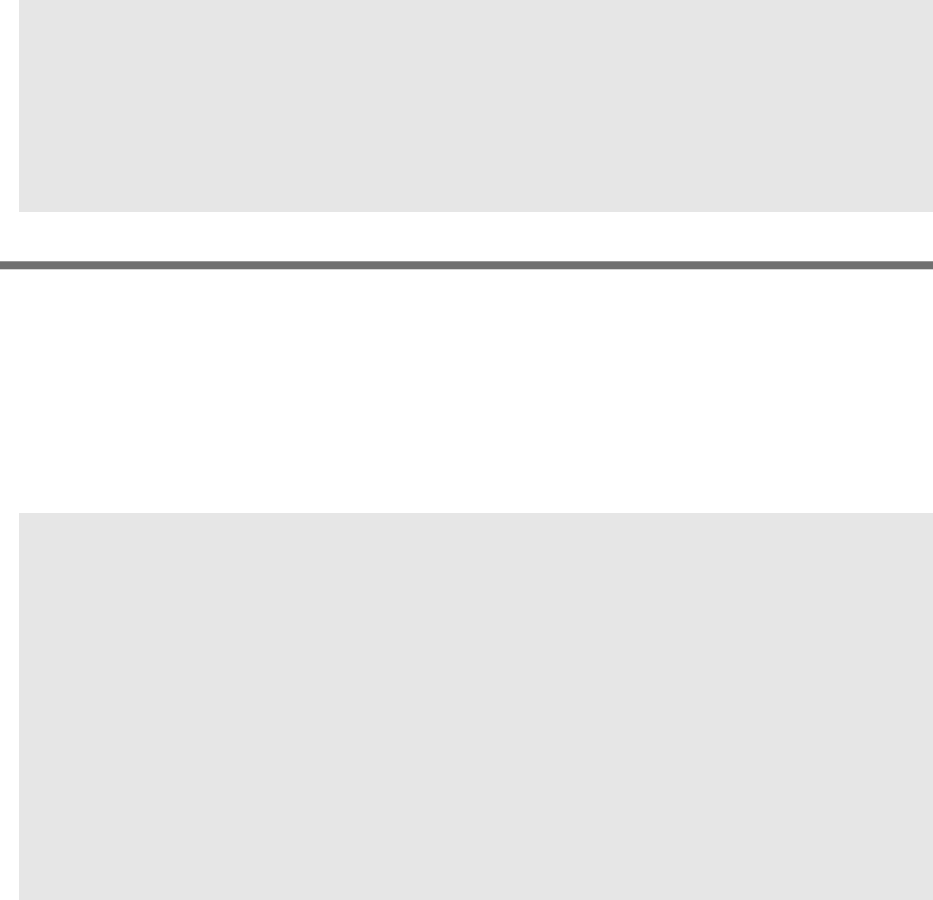


Nigel Duxbury, Property Director

Nigel was Property Director at the greetings card retailer, Birthdays, for 14 years before joining Superdrug. Since 2004, he has looked after and developed the retail portfolio across A.S. Watson UK (Superdrug, Savers, and The Perfume Shop).

Nigel oversees a team of more than 100 people and an estate of over 18,000 properties. Responsible for acquisitions, health & safety, facilities lease renewals and all tenant/landlord relationships and issues management. Nigel is also leading our new store opening strategy with a focus on retail parks.

"Over the last ten years we have reduced our carbon footprint by an amazing 82% through several initiatives, but we know there is still a lot to do. Our strategic focus on corporate social responsibility, 'Doing Good Feels Super' has enabled us to create solutions across the entire business and I am very proud of the work we have done and are set to deliver over the next 10 years."



Andrew Cobb, IT Director

Andrew started out as an IT Manager with Procter & Gamble where he developed his skills and progressed his career for 17 years. His wide-ranging experience in some of the world's leading retail and FMCG companies includes shaping and delivering global, regional, and country programmes.

As a champion of business process simplification and standardisation, Andrew leads the way in driving business value through digital transformation programmes which make a real impact. This is supported through his expertise in business technology applications across research and development, marketing, supply chain, physical retail, eCommerce, and all internal business functionality.

"As a team, IT is here to deliver first class customer service to shoppers instore and online. Hard work, persistence and a positive mental attitude will help us realise this – my purpose is to help people achieve their personal and professional goals while having fun and learning too."

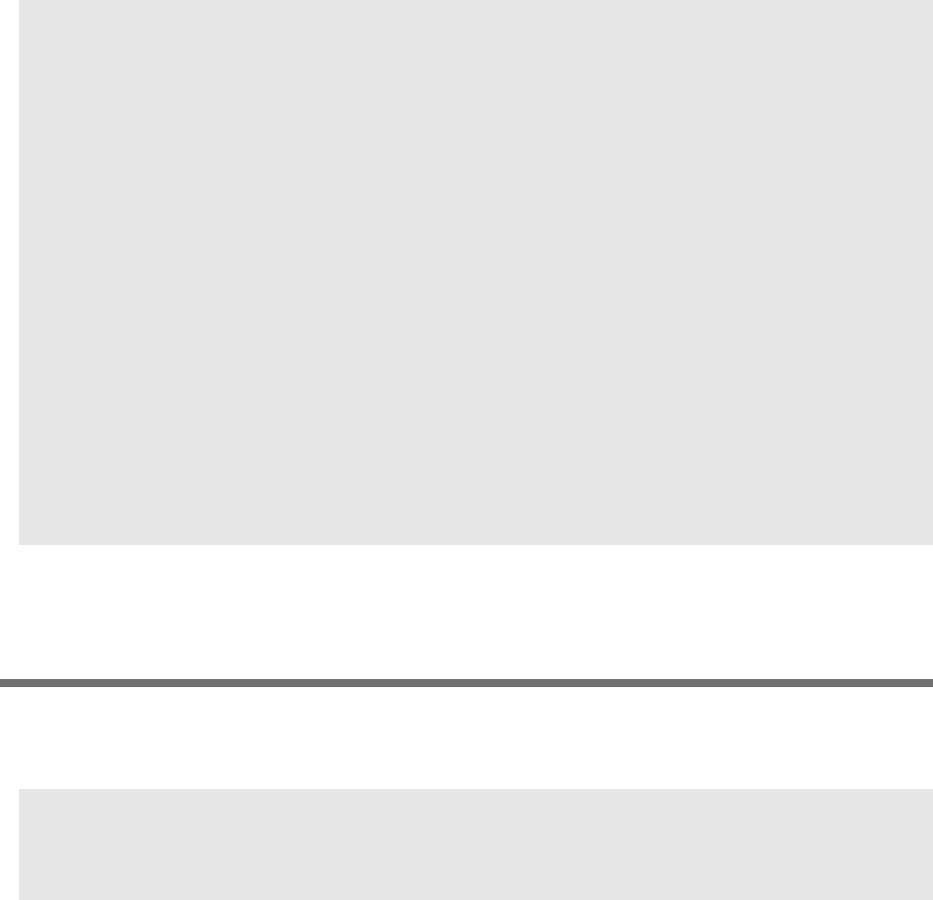


Jerry Walking, Sales Operations Director

Jerry began his career in retail in more than 40 years ago as a management trainee at Marks & Spencer. He joined Superdrug in 1995 as an Area Manager and gained a post graduate diploma in International Strategic Retailing with Oxford University just two years later.

As one of our Regional General Managers for several years, Jerry understands the opportunities and challenges our store teams face. In 2012, he became our Supply Chain and Logistics Director before becoming Sales Operations Director the following year.

"My priority is to inspire and give support to our 11,000 colleagues in stores so they can delight the 2.5 million customers who shop with us every week."



Chris Warn, Supply Chain Director

Joining the Board in 2022, Chris brings diverse experience to our leadership team. He began his career with an international logistics provider as a graduate trainee before progressing to roles including Commercial Manager.

Chris continued to develop his skills with Agility, a leading provider of supply chain services. He also worked as an Operations Manager for Sainsbury's and later managed the end-to-end international supply chain for Homebase and Habitat. More recently, he was Global Logistics Director for Pentland.

"Quote here about being new to the business / what Chris is bringing to the business tbc"

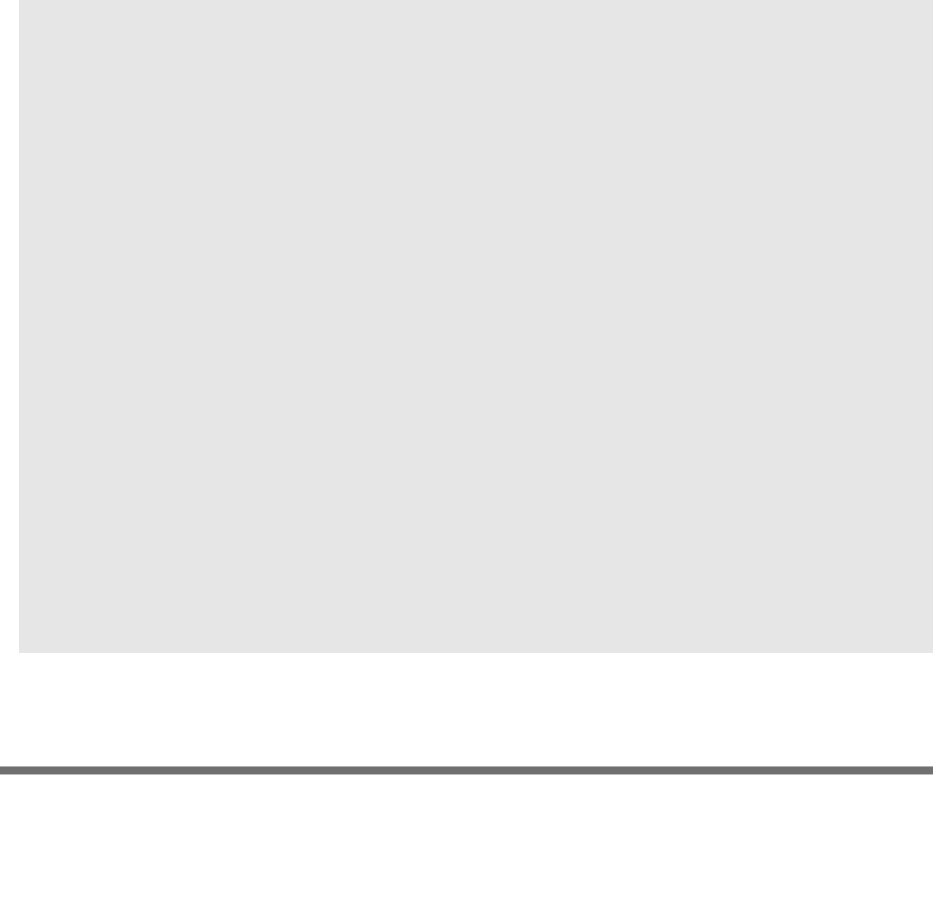


Jamie Archer, Own Brand Director

Jamie started his career with Boots as part of a graduate programme. He later spent eight years at two of the UK's largest FMCG businesses, L'Oréal and Unilever, before joining us four years ago.

Jamie has a passion for our own brand ranges and is committed to driving innovation in our accessibility, value, and brand-building strategies, putting performance and purpose at the heart of own brand to take the Superdrug brand to the next level.

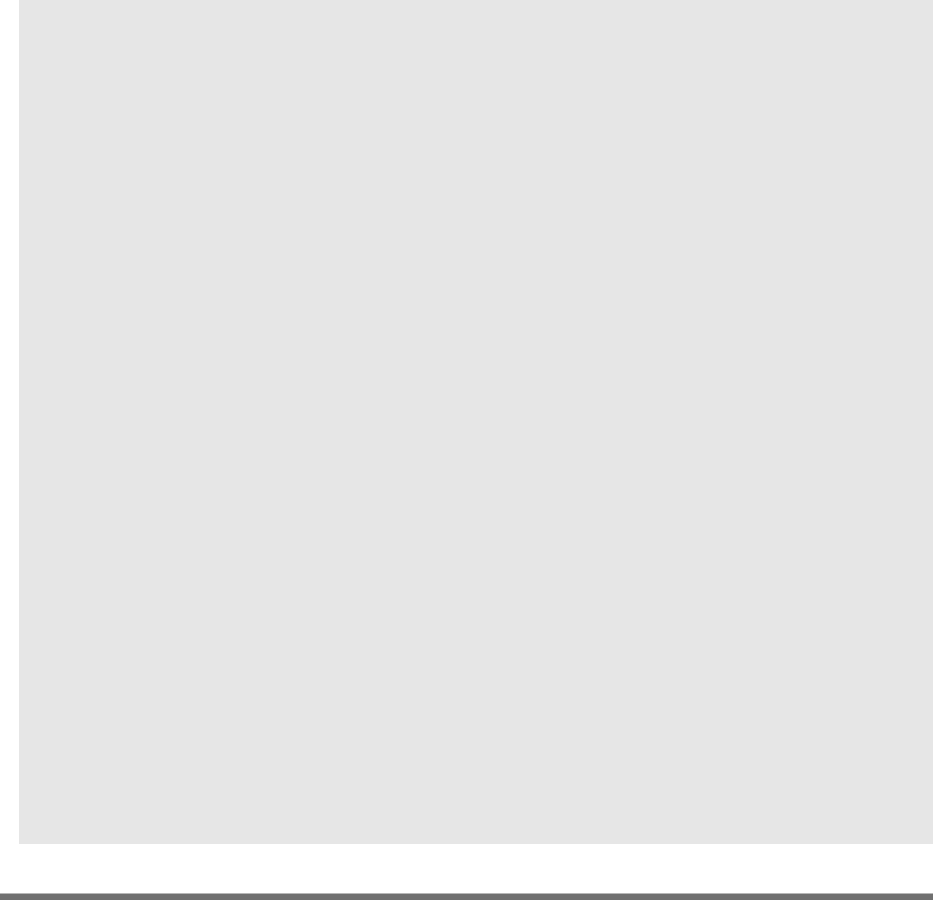
"We're proud of our record of creating and building our own innovative brands into household names, and I'm excited at the focus on driving this even more at the top level of our business."



Megan Potter, Trading Director

With a passion for discovering new trends, building brands, and securing exclusives for our customers, Megan first joined our business 14 years ago as a Senior Buyer. She later worked as Head of Buying for several categories and led our cosmetics and fragrance teams before progressing to Trading Director with responsibility for our Personal Care, Cosmetics, Fragrance, Hair, and Skincare categories.

"I have built my career on a passion for developing new trends, building brands, and securing exclusives for our customers. I believe we're in a better position than ever to make the biggest trends in health and beauty accessible to our customers while continuing to bring the value they know and love us for."

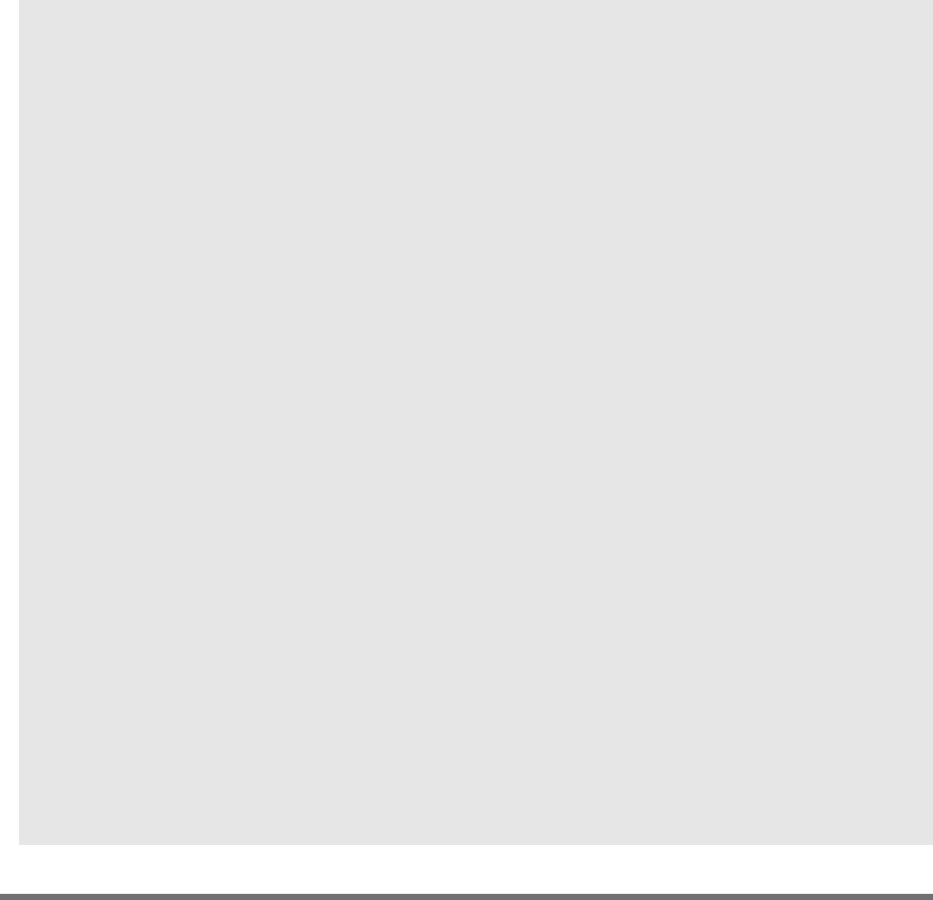


Amy Davies, People Director

Amy joined Superdrug 13 years ago, having started out as an Employee Relations Manager for Jaguar and Land Rover. Today, Amy is our People Director and is focused on attracting, nurturing, and retaining talent by creating and investing in an environment that gets the best out of our people.

Amy leads our continued focus on diversity and inclusion within Superdrug, as well as our employee wellbeing agenda, her vision is to build on the success we've already achieved following our recognition on the Social Mobility Employer Index in 2020.

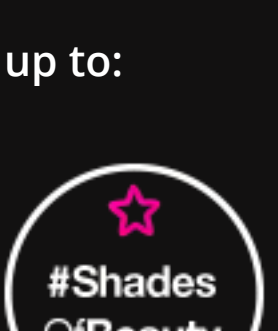
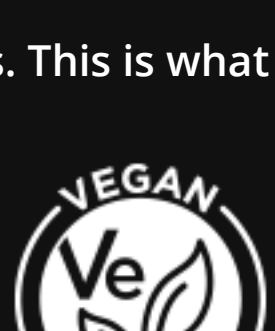
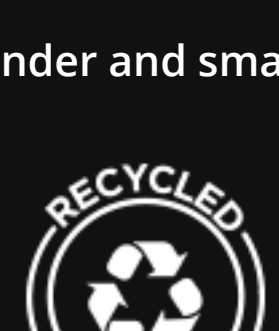
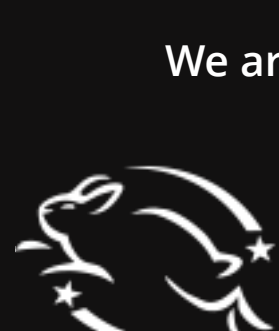
"Having been listed as a leader in diversity since 2019, our people make us the business we are, and I'm looking forward to continuing the work that we have already taken in supporting our colleagues by focusing on the wellbeing of teams, building our CSR strategies and honing our talent for the future."



Discover the vision that drives our people

[Button](#)

We are making kinder and smarter choices. This is what we've been up to:



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WELCOME TO OUR SUPER STUDIO

Our brand asset gallery is home to images which capture our brand in action, **videos** to tell our story and all the essentials including logos and quotes. Perfect if you're a journalist looking for the assets you need in one handy place.

Images

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Videos

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Assets/graphics/logo's

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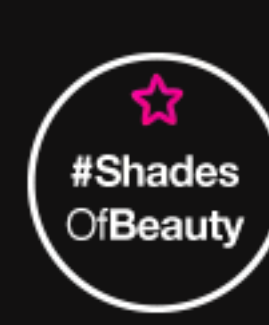
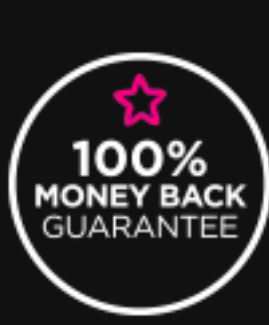
Take a look at our Press & News Centre

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Catch up on our social media

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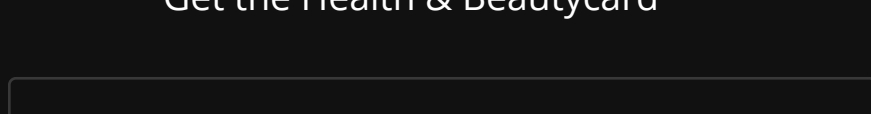
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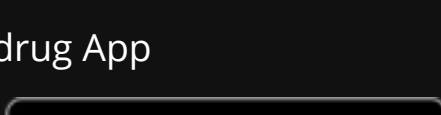
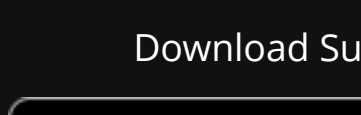
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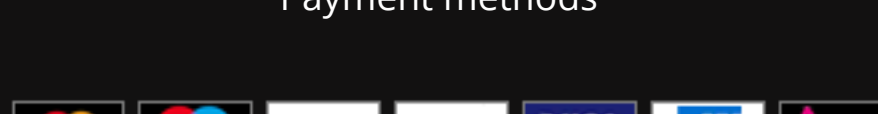
Get the Health & Beautycard



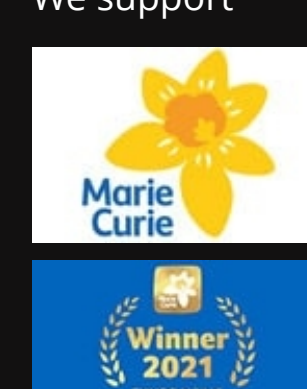
Download Superdrug App



Payment methods



We support



CHECK OUT OUR SOCIAL SKILLS

We're super social at Superdrug so come and explore our life online. From the latest on careers, our stores, people, products, events, and the initiatives that are making the difference – here are all the links you need to keep up to date.



Instagram

Keep up to date and in the know.

Button



LinkedIn

For the latest on working with us, our teams, stores and awards.

Button



TikTok

Catch up on our latest videos.

Button



Twitter

Stay connected, tweet and retweet.

Button



Facebook

From products to Pride, our people to personalities – see more of us.

Button

More ways to catch up at our Press & News Centre

Button

Read our success story

Button

We are making kinder and smarter choices. This is what we've been up to:



Delivery & Returns

- Delivery Information
- Returns Information
- Store Locator

Customer Service

- Contact Us
- Our Customer Promise
- Product Recall

About Us

- Press Centre
- Corporate Social Responsibility
- Superdrug Careers
- Become an Affiliate

Services

- Pharmacy Services
- Beauty Treatments

Information

- Website Terms of Uses
- Terms & Conditions
- Health and Beautycard T&Cs
- FAQ

Regulatory

- CNF or Portal Enquiries
- Modern Slavery & Tax Statements
- Gender Pay Gap
- Pension Plan
- Corporate Governance Statements



Get the Health & Beautycard

Health & Beautycard

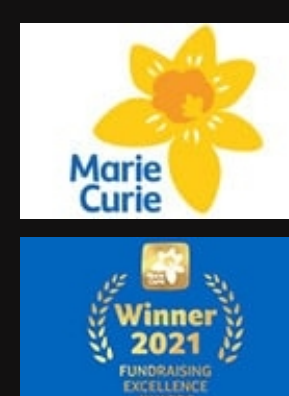
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OUR SUCCESS SO FAR

As one of the UK's leading beauty and health retailers, it's our vision to be the best in everyday accessible beauty and health. Being accessible means being there for our customers – in our stores, online and by bringing the two together in new and joined-up ways.

We have more than 830 stores across the UK and Republic of Ireland including 200 in-store pharmacies. And we're opening new stores to reach even more customers as well as investing in the stores we already have.

SUPERDRUG

<p>More than 830 stores across the UK and Republic of Ireland</p>	<p>60 health clinics nationwide offering services from travel vaccinations to COVID-19 testing</p>	<p>200 in-store pharmacies</p>	<p>16 million customers have our Health & Beautycard</p>
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WE'RE PART OF THE A.S. WATSON GROUP

We're at the heart of the UK high street and our customers' online shopping. But we're also part of the A.S. Watson Group which is the world's largest international health and beauty retailer. Founded in Hong Kong more than 180 years ago by a British pharmacist, the group's 12 retail brands reach customers everywhere from Thailand to Turkey and Malaysia to Macau.

We'll let the numbers do the talking...

A.S. WATSON GROUP

<p>16,000 stores in 27 markets</p>	<p>4 billion customers shopping in store and online</p>	<p>600 stores in Hong Kong under 4 retail brands including Watsons</p>	<p>Part of CK Hutchison Holdings Limited with 5 core businesses in over 50 countries</p>
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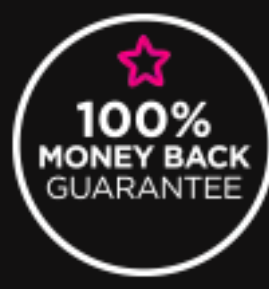
Discover the vision behind the numbers

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Meet the team behind our brand

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Get the Health & Beautycard



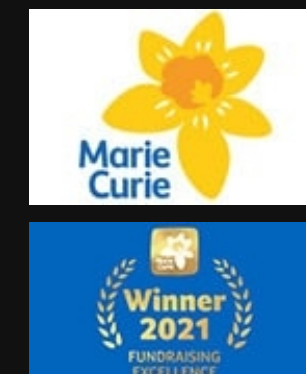
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WELCOME TO OUR POWER BRANDS

Our own brand ranges are renowned for their efficacy and great value and capture That Superdrug Feeling in a jar (or tube, or box... you get the ideal).

From skincare to haircare, sanitary products to dental, cosmetics to accessories – own brand is at the heart of our vision to bring the best in everyday accessible beauty and health to our customers. Building these great brands gives our customers even more reasons to shop with us, and to return time and time again.

All our own brand products are backed by our 100% happiness money back guarantee and meet Cruelty Free International's standards (look out for the leaping bunny which proves it).

OUR OWN BRAND HEROES

B.
With B. standing for Be. Your Own Beauty, our award-winning range of vegan friendly and cruelty free products are exclusive to Superdrug. From B. Skincare, B. Make-Up Accessories, B. Hair Removal and B. Men, we have a range to suit everyone.

Our solution-based skincare range is expertly formulated to deliver visible results. There are five individual ranges within B. Skincare; Cleanse, Glow, Hydrate, Age Define and Oil Control, to offer targeted solutions-based skincare with high-performing, quality ingredients at affordable prices so customers can mix and match to create the right routine for them.

Me+
Packed with powerful ingredients to deliver great results, this range is designed to supercharge our customers' skin and haircare routines. From hyaluronic acid to hydrate and plump to Vitamin C to brighten skin – this range is all about hero ingredients and targeted treatment at great value prices.

Vitamin E
Superdrug's iconic bestselling range, Vitamin E has long been renowned for its hydrating properties which leave skin soft and supple. Enriched with naturally sourced Vitamin E, our range includes cleansers, moisturisers, and creams as well as our popular serum and oil to help rejuvenate and plump skin. Tried and trusted, this is a quality skincare range for life – a range loved by customers for more than 25 years and RSPO certified.

Optimum
Our retinol and collagen range targets the signs of ageing by firming, toning and hydrating skin for a more youthful look. Packed with hard-working ingredients renowned for their anti-ageing properties, Optimum brings advanced skincare to our customers at affordable prices.

Naturally Radiant
Infused with plant extracts and expertly formulated, our Naturally Radiant products are infused with plant extracts. to brighten and add radiance for naturally dewy results.

The range has two lines – Naturally Radiant and Naturally Radiant Glow. The Naturally Radiant range is based on ingredients renowned for their antioxidant and skin-enhancing properties. While Naturally Radiant Glow helps rebalance, calm and soothe skin to restore natural glow.

Solait
Helping customers stay safe in the sun, our award-winning cost effective and cruelty free SunCare range includes high-factor creams, after sun and baby and children's protection. There are also essential travel accessories including earplugs, travel adaptors and travel socks as well as self-tan products. Everything our customers need to be summer ready!

Studio London
We have recently launched Studio London – our brand-new cosmetics range. Featuring products that offer premium performance at everyday prices, the range is accessible, inclusive and supports our customers in making sustainable beauty choices.

Studio London also includes a wide range of affordable make-up and hair accessories. From make-up brushes and sponges to earrings, necklaces and rings to hairbrushes, slides and scrunchies – this range is packed with quality essentials for every day.

Layering Lab
Designed to help customers create their own scent, our Layering Lab range includes body mists, bath bombs, foams, and lotions in different scents to mix and match. Indulgent yet affordable – this range creates 'me time' for customers everywhere.

ProCare
From electric to manual toothbrushes and toothpaste to whitening strips, Pro Care has been specially developed to effectively clean and protect, bringing great value to advanced dental care. With products for babies and children, the range is suitable for the whole family and our electric toothbrushes come with handy features such as a two-minute timer for healthier brushing.

Slender Plan
Easy, convenient, and designed for everyday busy life, our Slender Plan range supports our customers' weight loss and maintenance goals. It includes shakes, soups, supplements, and snacks as well as exercise and power brands.

25% of total sales will be own brand by 2025

We develop and improve over 1,000 products each year

100% of own brand plastic packaging to be reusable, recyclable, or compostable by 2025

100% of the paper and pulp we use in own brand packaging

By 2030 we will achieve net zero deforestation for all own brand products

No PVC in our own brand packaging by 2025

DOING GOOD FEELS SUPER

When it comes to the world around us, we want to make a positive difference in every way we can. Making our own brand products more sustainable is an important part of this, especially as so many of them are everyday essentials people use most.

From reducing plastic from our packaging to making the right choices on the suppliers we partner with and the ingredients we use – we're taking every opportunity to reduce the environmental impact of our own brands.

We're also committed to helping our customers through the Cost-of-Living Crisis. Our price freeze on over 5,000 of our own brand essentials helps to keep our products affordable and accessible – and is just one initiative to make a difference to customers in these difficult times.

"Superdrug's vision has always been to make health and beauty accessible to all. With the rising cost of living, we wanted to act quickly to ensure our colleagues are well looked after and our customers well supported. We don't believe shoppers should have to compromise when it comes to their health and beauty purchases, so our Price Freeze Promise is committed for a year on 130 own brand essential items."

Simon Comins, Commercial Director

1st on high street to remove plastic applicators in own brand sanitary products

1st health and beauty retailer to ban plastic applicators across all sanitary products

30% recycled plastic bottles for our own brand hair range

Our Vitamin E 25th Birthday Skincare Set is our **first RSPO certified product** – supporting the production of certified sustainable palm oil

Our **100% biodegradable Superdrug face wipes** are made from sustainably sourced wood pulp and renewable plant fibres

30% recycled plastic packaging in our popular Fruity shower and Vitamin E ranges

Investing in the **first recyclable toothpaste tube**

Discover the vision behind the numbers

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Meet the team behind our brand

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