

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-inclass 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

7 days a week video GP appointments

250+ stores offering same day delivery

30mins free order & collect

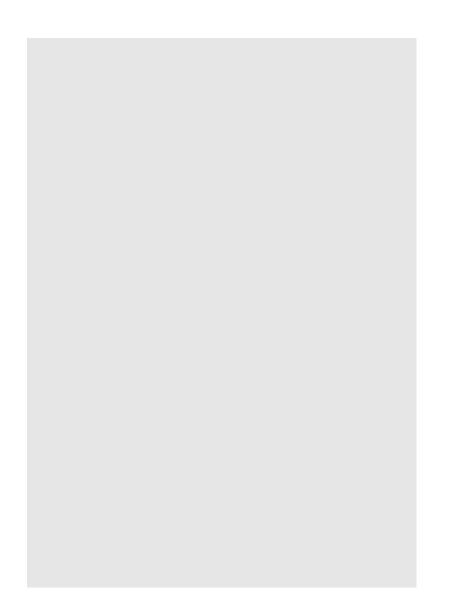
~£10million donated to Marie Curie

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 <u>Planet</u>, <u>Community</u>, <u>Customer</u> and <u>People</u> through initiatives including packaging changes, charity partnerships, customercentric 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.

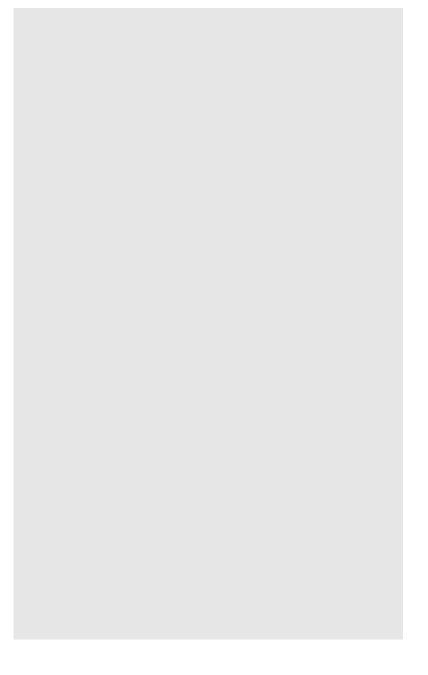
Our 830 stores have undergone major refits with LED lighting to increase our energy efficiency and reduce our electricity and gas consumption. What's more, we have been using 100% zero carbon renewable energy since 2019.

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 <u>£10million for Marie Curie</u>, we continue to <u>support</u> <u>Beauty Banks</u> 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 <u>Unilever</u> and <u>Maybelline</u> 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 <u>microbeads and microplastics to</u> <u>packaging</u>. We are working towards using only <u>sustainable shea</u>, intend on using only <u>RSPO-certified palm oil</u>, aim to make all our products 100% vegan, plan to exclusively use <u>sustainable paper and card</u> <u>in our packaging</u> and are targeting to make all our <u>packaging recyclable</u>, <u>reusable or</u> <u>compostable</u> by 2025.

Our customers have a voice; <u>Shades of</u> <u>You</u> 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 highstreet.

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

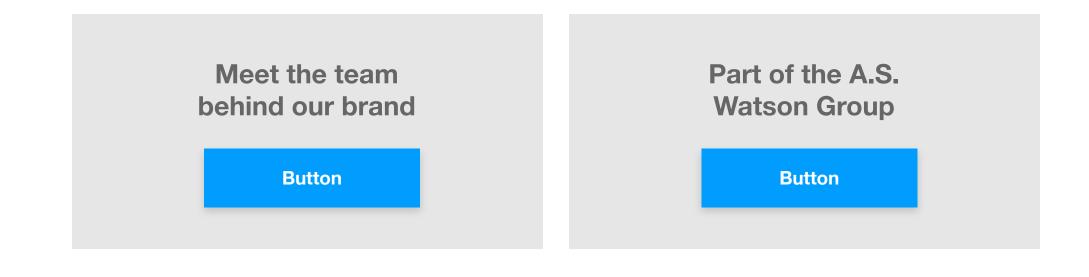
A COMMITTMENT TO CON SOF ENSTANS

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 <u>Everyone Matters Inclusion</u> <u>Strategy.</u>

Our <u>apprenticeship program</u> 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.



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

Services

Pharmacy Services Beauty Treatments

Become an Affiliate

Information

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

Regulatory

CNF or Portal Enquiries

Modern Slavery & Tax Statements

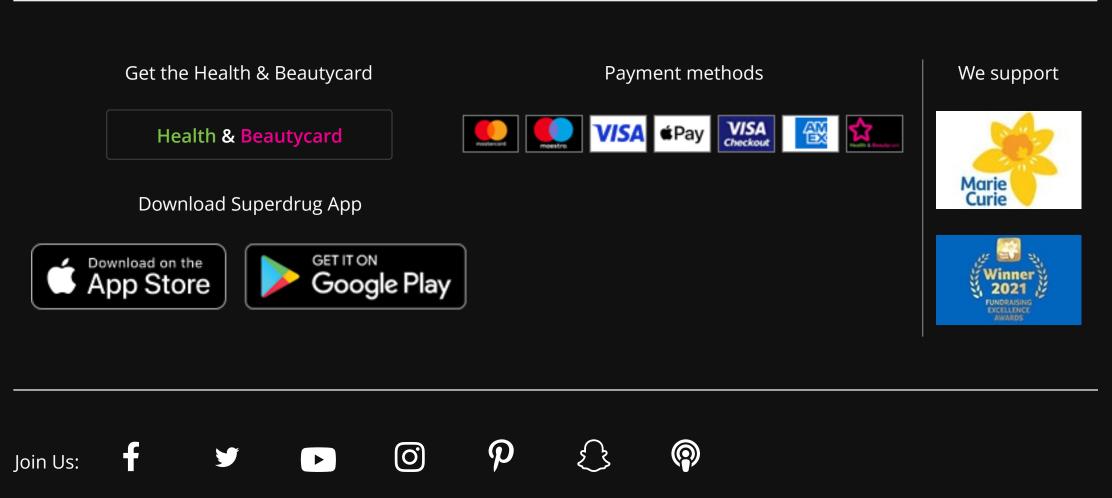
Gender Pay Gap

Pension Plan

Corporate Governance Statements



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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."

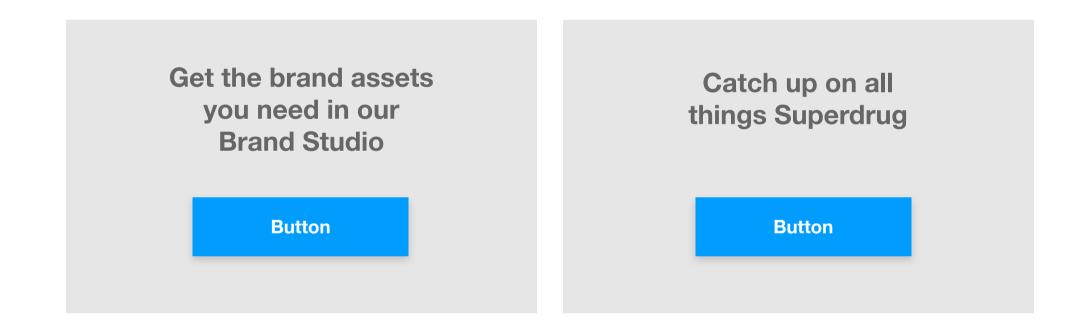
Peter Macnab, Chief Executive Officer

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.



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Delivery & Returns

Delivery Information

Returns Information

Store Locator

About Us

Press Centre

Corporate Social Responsibility

Superdrug Careers

Information

Website Terms of Uses

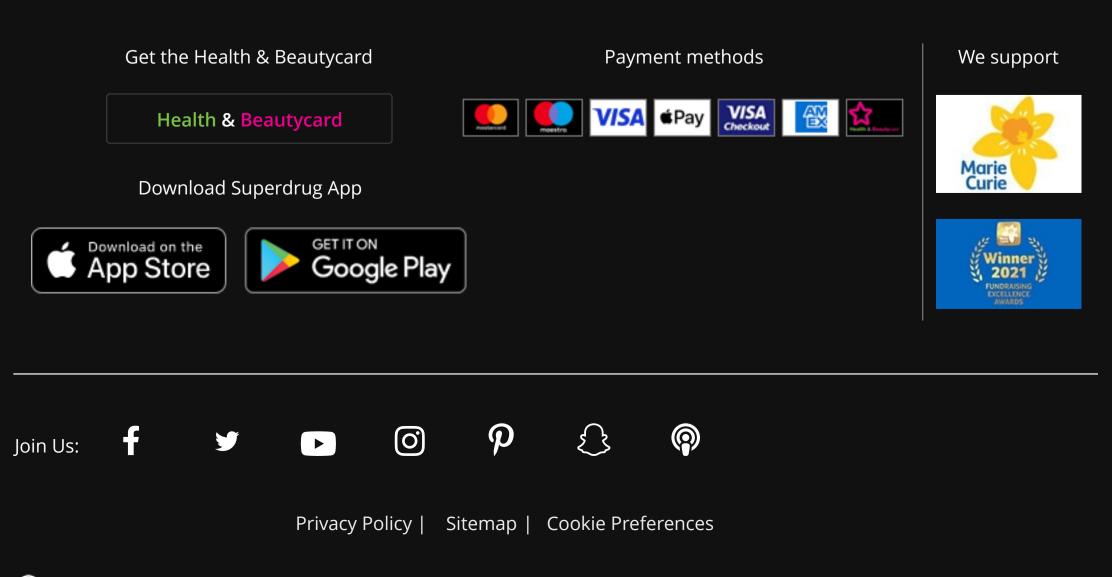
Terms & Conditions

Health and Beautycard T& Cs





Customer Service	Become an Affiliate	FAQ	
Contact Us	Services	Regulatory	Superclyug mobile 🕁
Our Customer Promise	Pharmacy Services	CNF or Portal Enquiries	
Product Recall	Beauty Treatments	Modern Slavery & Tax Statements	
		Gender Pay Gap	
		Pension Plan	
		Corporate Governance Statements	5



A member of CK Hutchison Holdings



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.

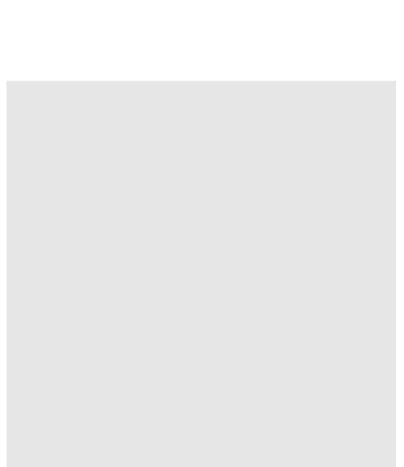
"Quote tbc."

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



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-inclass 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."

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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 started out as an IT Manager with Procter & Gamble where he developed his skills and progressed his career for 17 years. His wideranging 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 Walkling, Sales Operations Director

Jerry began his career in retail 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

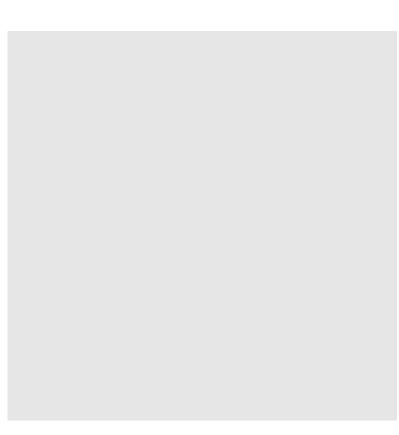
Jamie started his career with Boots as part of a graduate programme. He later spent eight years at two of the UK's largest FMCG businesses, L'Oreal and Unilever, before joining us four years ago.

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.



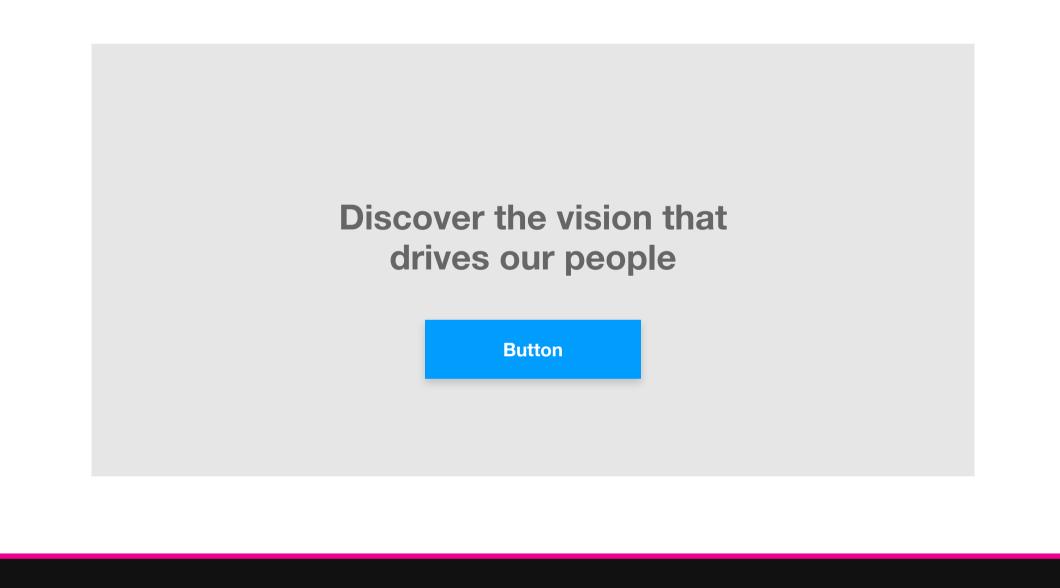
"I have built my career on a passion for developing new trends, building brands, and securing exclusives for our customers. I believe we're in a better position than ever to make the biggest trends in health and beauty accessible to our customers while continuing to bring the value they know and love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

Amy Davies, People Director

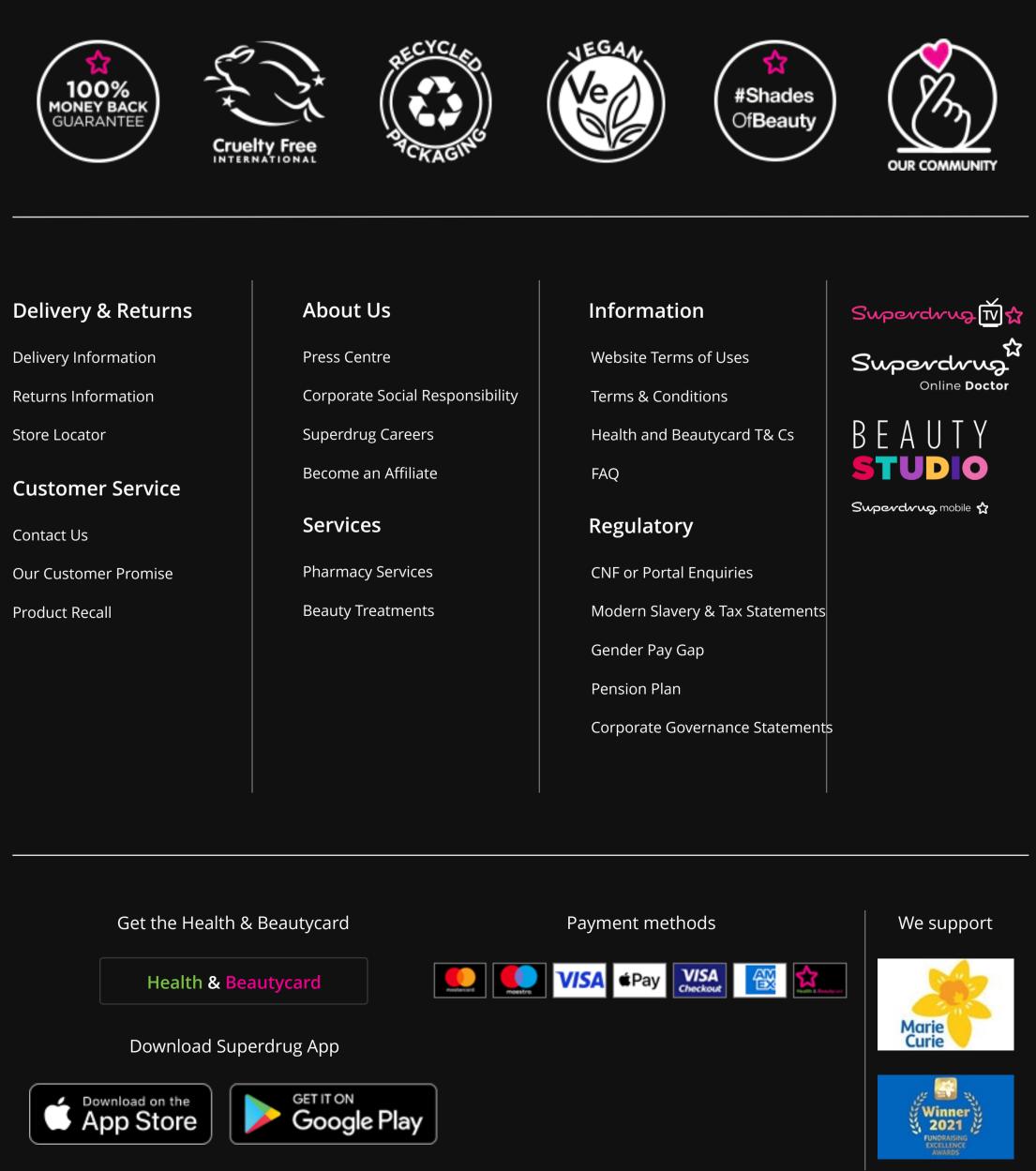
Amy joined Superdrug 13 years ago, having started out as an Employee Relations Manager for Jaguar and Land Rover. Today, Amy is our People Director and is focused on attracting, nurturing, and retaining talent by creating and investing in an environment that gets the best out of our people.

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."



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



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Sitemap |

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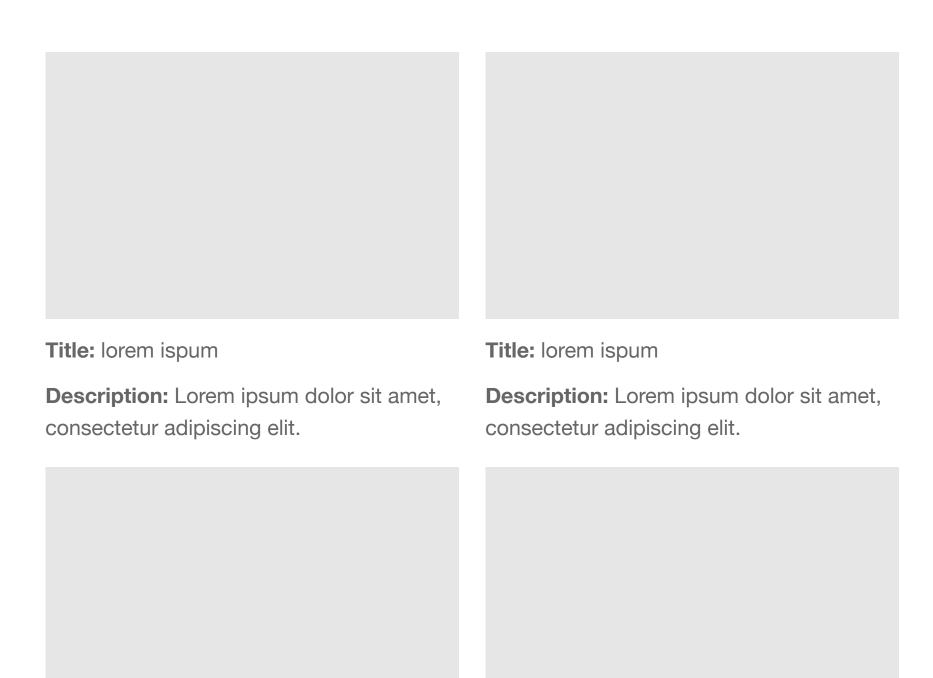
Join Us:



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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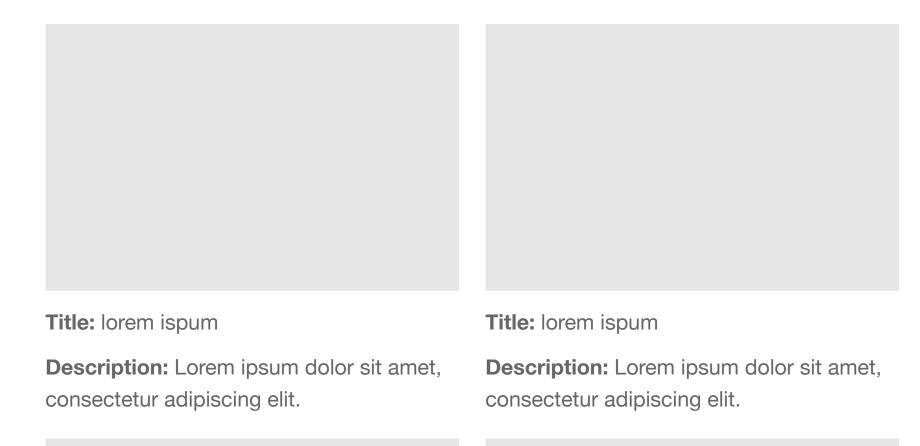
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Videos



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View more

Take a look at our Press & News Centre	Catch up on our social media	
Button	Button	

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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

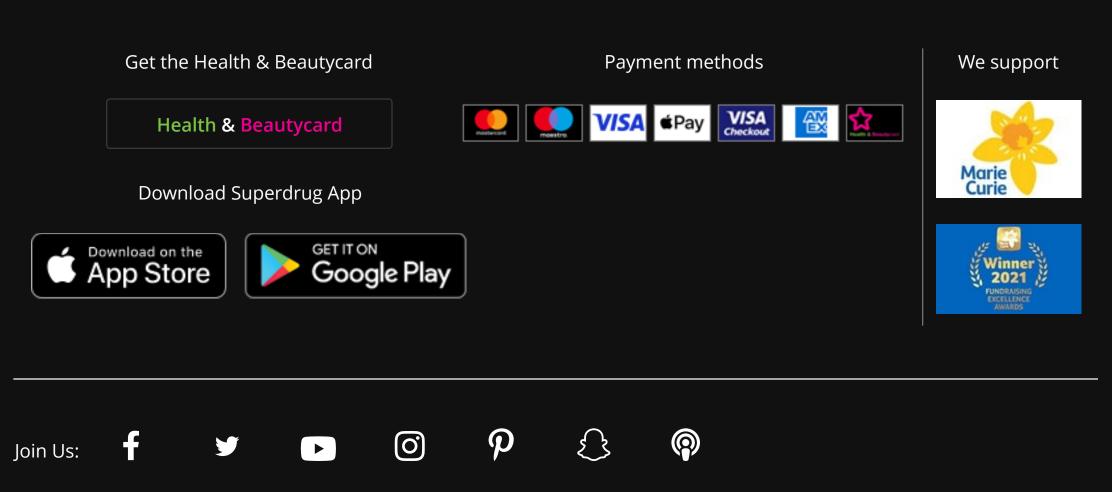
Regulatory

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

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Online Doctor



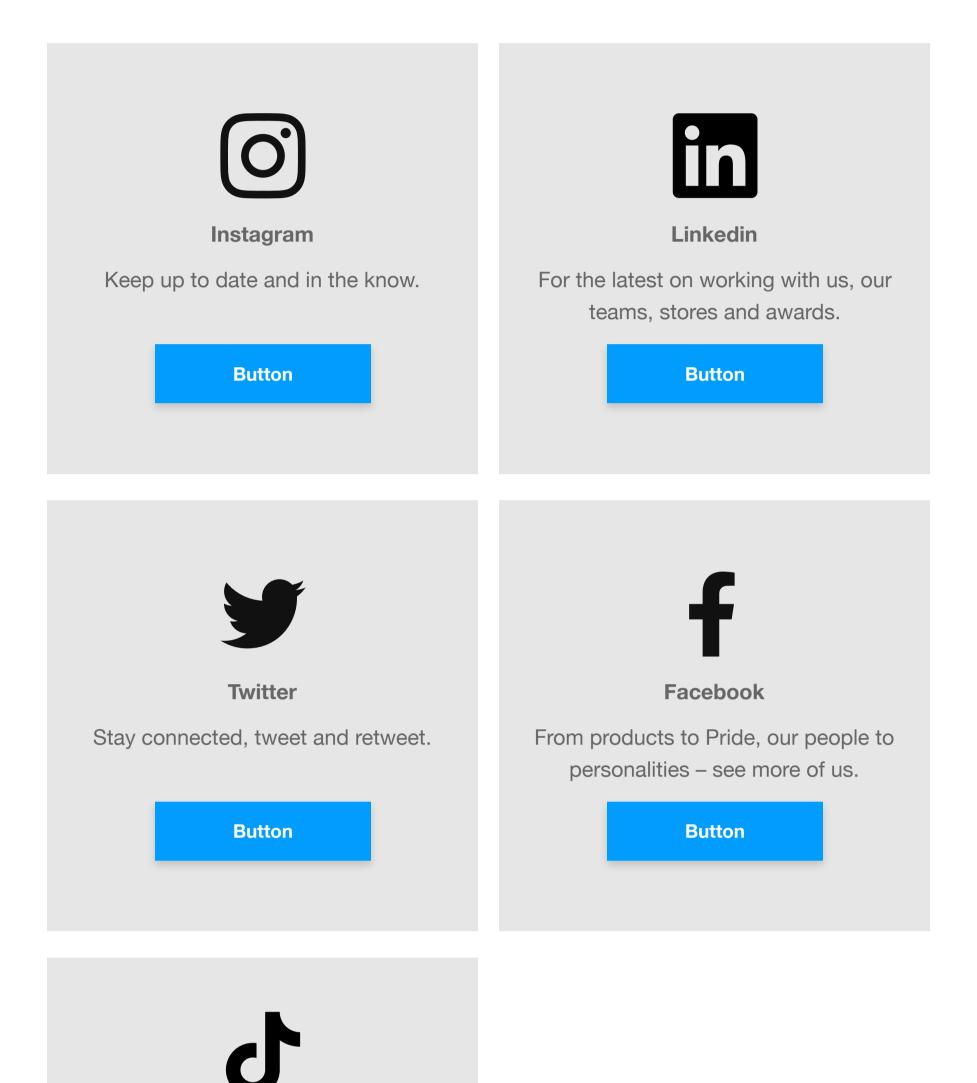


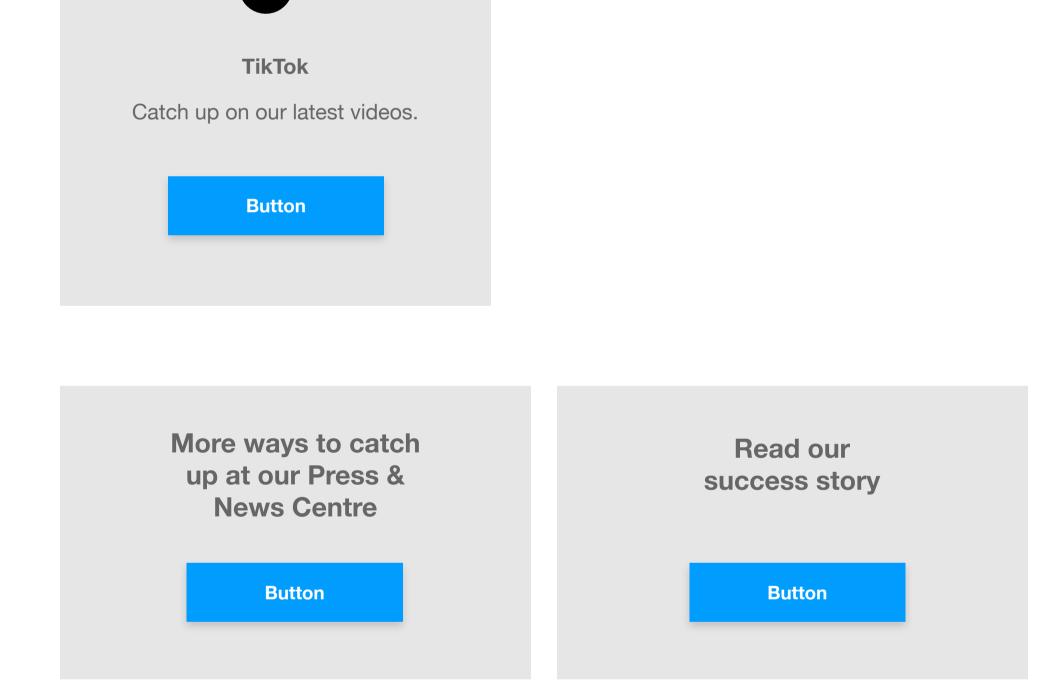




CHECK OUT OUR SOCIAL SKILLS

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.





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



Delivery & Returns

Delivery Information Press Centre Corporate Social Responsibility **Returns Information** Superdrug Careers Store Locator Become an Affiliate **Customer Service** Services Contact Us Pharmacy Services **Our Customer Promise Beauty Treatments Product Recall**

About Us

Information

Website Terms of Uses



Online **Doctor**

Terms & Conditions

Health and Beautycard T& Cs

FAQ

Regulatory

CNF or Portal Enquiries

Modern Slavery & Tax Statements

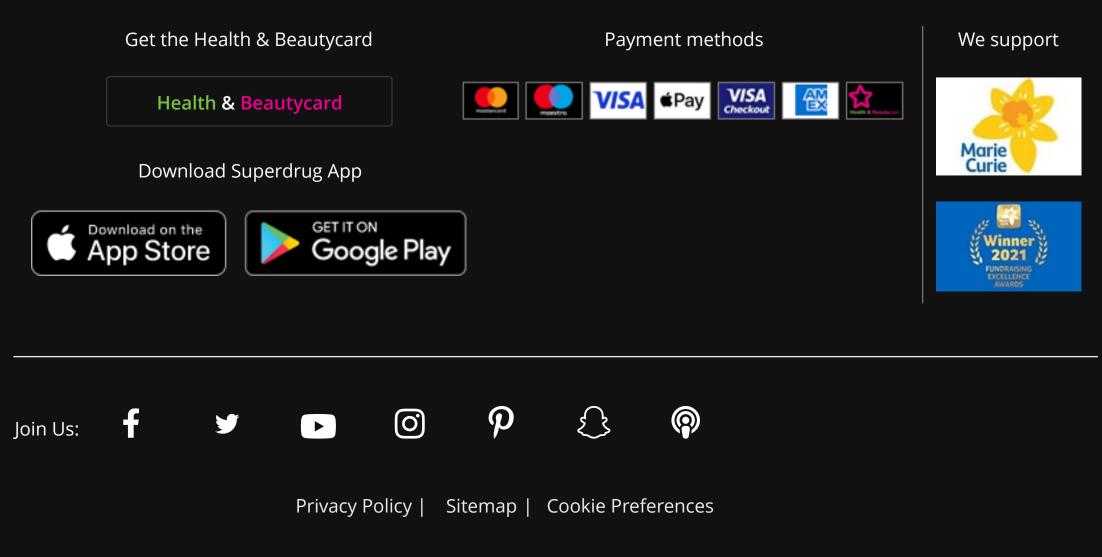
Gender Pay Gap

Pension Plan

Corporate Governance Statements



Superdrug mobile 😭





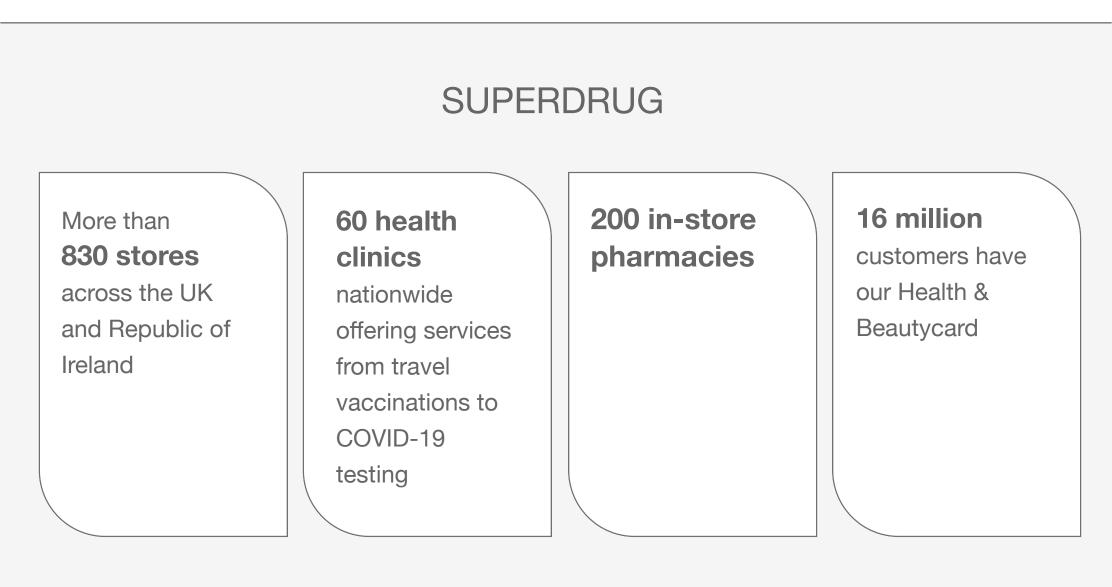




OUR SUCCESS SO FAR

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 joinedup ways.

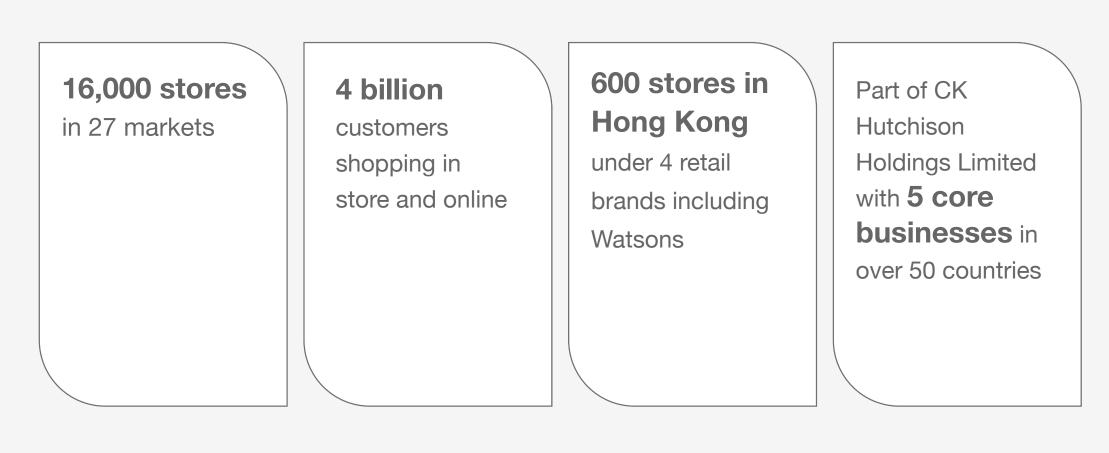
We have more than 830 stores across the UK and Republic of Ireland including 200 in-store pharmacies. And we're opening new stores to reach even more customers as well as investing in the stores we already have.

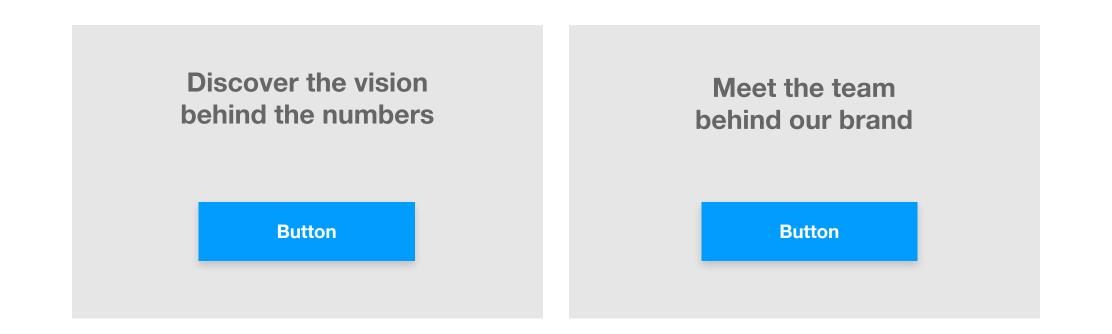


WE'RE PART OF THE A.S. WATSON GROUP

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.

A.S. WATSON GROUP





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





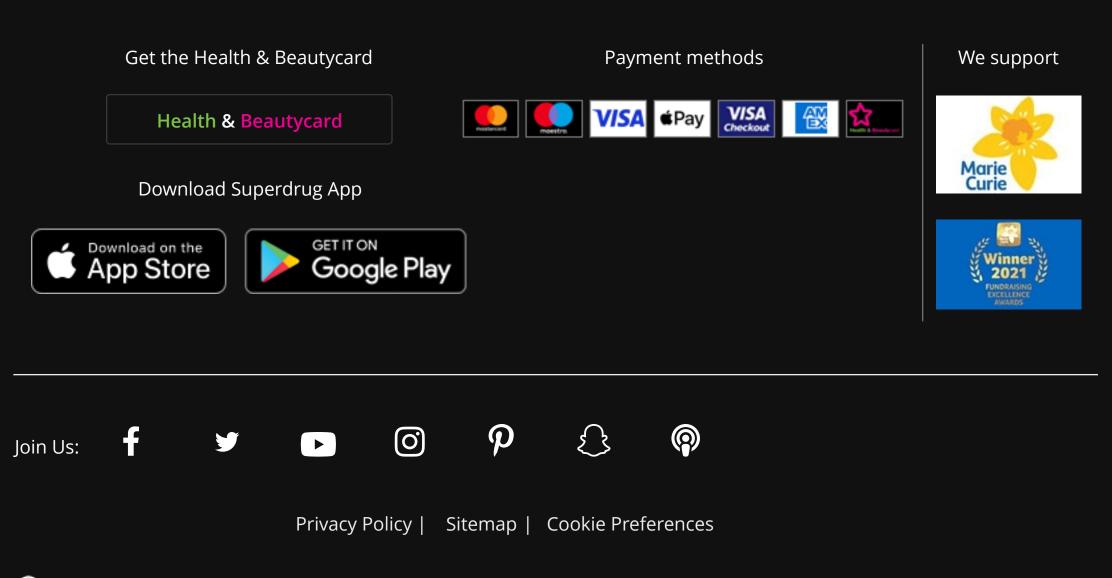








Delivery & Returns	About Us	Information	Superdrug സ്റ്റ
Delivery Information	Press Centre	Website Terms of Uses	Superdrug my Superdrug
Returns Information	Corporate Social Responsibility	Terms & Conditions	Online Doctor
Store Locator	Superdrug Careers	Health and Beautycard T& Cs	BEAUTY
Customer Service	Become an Affiliate	FAQ	STUDIO
Contact Us	Services	Regulatory	Superdrug mobile 🕁
Our Customer Promise	Pharmacy Services	CNF or Portal Enquiries	
Product Recall	Beauty Treatments	Modern Slavery & Tax Statements	
		Gender Pay Gap	
		Pension Plan	
		Corporate Governance Statement	s





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 idea!).

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. Skincare

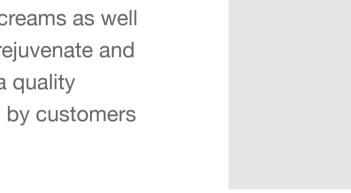
With B standing for Beautiful, our solution-based skincare range brings tailored, targeted and effective care to customers whatever their skin type or goals. There are five individual ranges within B. Skincare so customers can mix and match to create the right routine for them. We're also home to B. Cosmetics, B. Make-Up Accessories, B. Hair Removal and B. Men.

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

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.





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 range contains natural ingredients to rebalance, calm and soothe skin. Designed to boost glow and radiance, this go-to range is loved by customers for its naturally dewy results.

Solait

Helping customers stay safe in the sun, our 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!

Fruity

Our Fruity shower gels and shampoos include refreshing and nourishing ingredients such as satsuma, raspberry and vanilla. A great value start (or end) to the day – they are 100% vegan, cruelty free and come in bottles made of 30% recycled plastic (saving 12.5 tonnes of virgin plastic every year).

Pro Care

From electric to manual toothbrushes and toothpaste to whitening strips, Pro Care brings 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.

Luna

Our organic cotton sanitary range is made from renewable, plant-based materials. The range includes reusable menstrual cups which last for years, and liners and towels made from organic cotton that are wrapped in plant-based biofilm.

Studio London

Our range of make-up and hair accessories is as wide as it is affordable. 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.

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 130 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

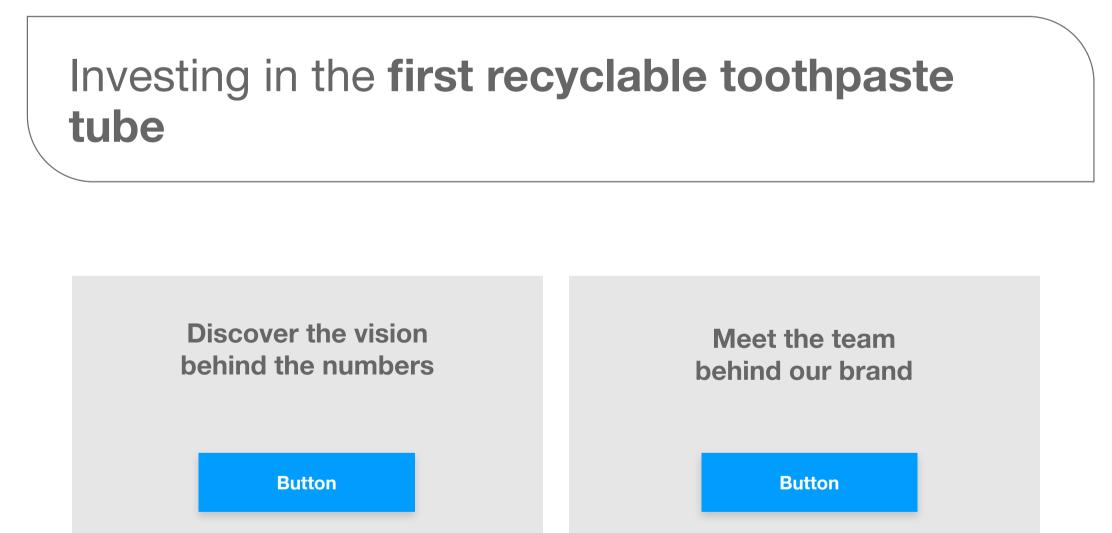
1st health and beauty retailer to ban plastic applicators across all sanitary products

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



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

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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



