

Corporate social **RESPONSIBILITY**



VACCINATING THE NATION

Largest private-sector vaccination provider in South Africa

Vaccinations administered by end October 2021

1.5 million

Vaccination sites at end October 2021

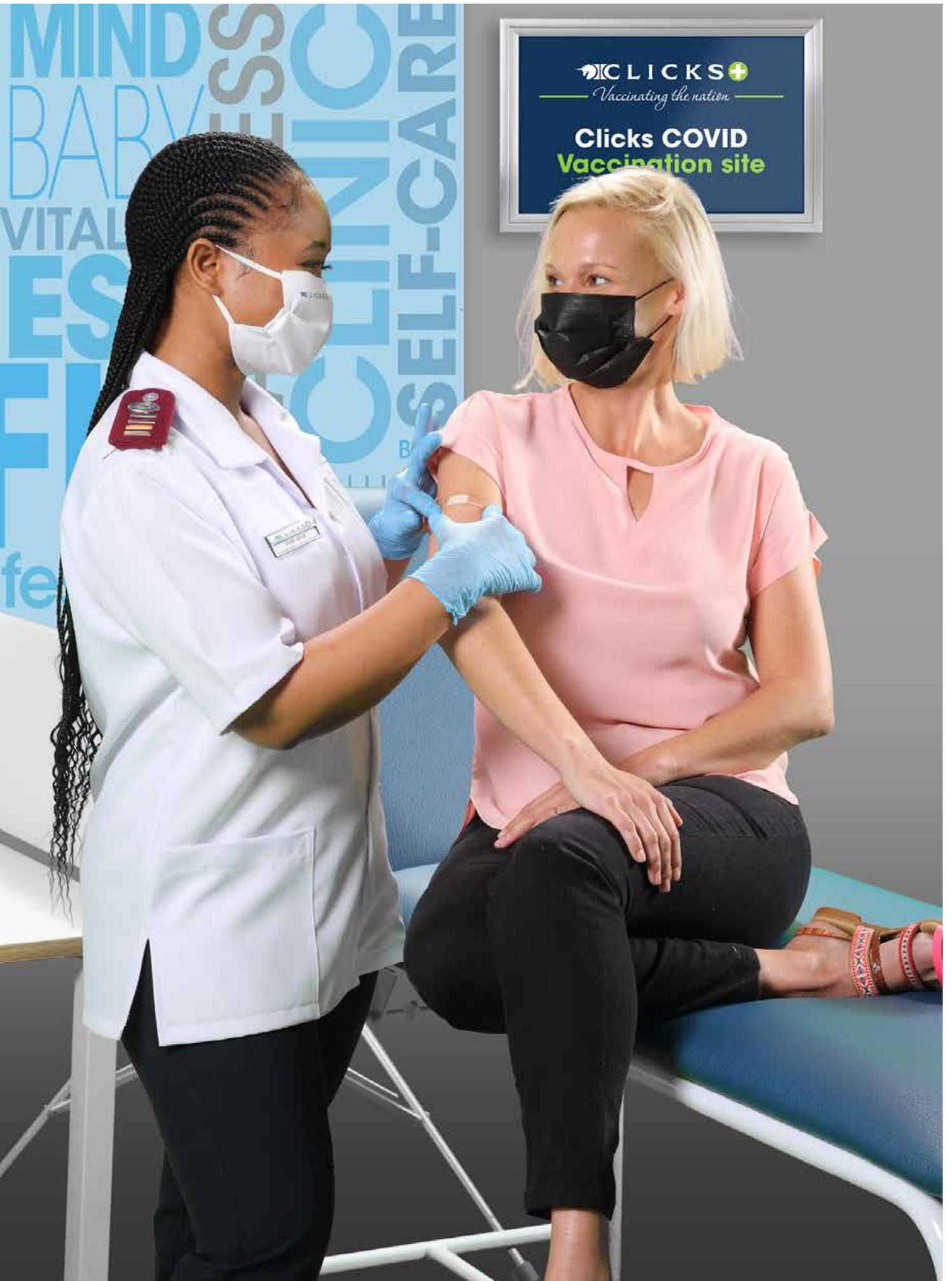
531

Vaccinations administered by year-end

596 180

Vaccination capacity each month

600 000



Building a HEALTHY FUTURE

The **Covid-19 pandemic continued to impact the country and its people over the past year**, particularly during the second and third waves of infection. The restrictions imposed on economic activity and freedom of movement during varying stages of lockdown continued to change consumer shopping patterns and significantly reduced customer footfall in malls.

Clicks Group recognises that the fastest and safest way to economic recovery from the damaging effects of the pandemic is to vaccinate as many citizens as possible, in this way protecting lives and helping to accelerate growth.

The group therefore committed to support the government's national vaccination programme from the start by making its pharmacies available as vaccination sites to ensure access to all people living in South Africa.

As the availability of vaccines improved, the programme gained momentum and by year end Clicks had administered 596 180 vaccinations across 300 Clicks stores.

Capacity continued to be expanded through the opening of additional sites, with Clicks reaching 531 sites and administering over 1.5 million vaccinations by the end of October 2021.



Protect yourself
by practising good hygiene and boosting your immune system

feel good pay less

CLICKS+
COVID-19
vaccination notice

Please note that we may only vaccinate patients that have a valid EVDS SMS with a voucher number.

The EVDS SMS will provide you with booking information (date, time and site) as soon as you are eligible for your vaccine.

To know if you are eligible please register on the EVDS vaccine.enrol.health.gov.za/#/ and follow the instructions on the SMS.

For more information, visit clicks.co.za/covidvaccine

Vaccinating the nation



As the largest private sector vaccination provider in South Africa, Clicks has the capacity to administer 600 000 vaccinations each month.

The convenience of the Clicks pharmacy network and the quality of the specialist healthcare staff have been the major drivers of the success of the vaccination programme.

Extending the convenience of the vaccination service, Clicks launched its online Covid-19 vaccination booking portal "bookings.clicks.co.za" in August which allows customers to book appointments at their nearest Clicks vaccination site.

Founded in 2011, the **Clicks Helping Hand Trust** offers free preventative testing and wellness services to disadvantaged South Africans in all Clicks clinics, including:

- vaccinations;
- HIV/AIDS testing and counselling; and
- screenings for heart disease and diabetes during awareness campaigns.

The Clicks Helping Hand Trust Moms and Babies programme offers free clinic services every Wednesday afternoon at selected clinics for mothers whose babies were born in state hospitals, and who do not have access to medical aid.

“Girls on the Go” is a Clicks Helping Hand Trust programme that addresses period poverty.

We offer a wealth of free expert information on good nutrition, mental health, flu, Covid-19 and conditions such as diabetes, allergies, heart disease and more, available on our online health hub.

Because good health starts with good hygiene, we prioritise making basic hygiene products – such as soap, hand sanitiser and household cleaning products – affordable and accessible.

Our **Smartbite** range provides nutritious options for specific dietary requirements, including diabetic and gluten-free. Our Smartlife range includes appliances and food preparation tools to make healthy eating more convenient and accessible.

We stock a specialty line of sports vitamin and nutrition supplements, protein and strength products to support fitness.

We stock an extensive range of beauty and personal care products across brands that are free from chemicals such as phthalates and parabens.

Clicks Virtual Doctor is a tele-healthcare service that gives fast and affordable access to a GP via video calling. In 2021 we offered over R100 million in self-medication savings. Plus, customers can save up to 30% by asking their Clicks pharmacist for a more affordable generic alternative to their prescribed medications. Clicks’ private label offers affordable alternatives to many over-the-counter medicines and health products.



CSI ACTIVITIES

SOCIO-ECONOMIC DEVELOPMENT - THE CLICKS HELPING HAND TRUST

The Clicks Helping Hand Trust has made huge strides in enabling access to quality healthcare for those that are most vulnerable within our society. During the past six years we have been able to offer over 508 700 free healthcare consultative and treatment services for ailments such as diabetes, HIV/AIDS, blood pressure and for managing cholesterol levels. Over 15.4%, or 78 773, of these services were offered to date in the current financial year.

As part of the response to the pandemic, The Clicks Helping Hand Trust donated 118 960 bottles of sanitisers to NPOs and schools.

The Clicks Helping Hand Trust has also assisted mothers and babies that cannot access government facilities through the Mother and Baby programme, which assists mothers with nutritional education, health checks and the vaccination of their children. Over 167 200 free services have been offered to mothers and babies from the inception of The Clicks Helping Hand Trust, with just over 25 000 free services offered in the current financial year.

“Girls on the Go” is a Clicks Helping Hand Trust programme created to prevent girls missing school because they cannot access sanitary products.

Further, we continue to support young women by ensuring that they do not miss much schooling through our “Girls on the Go” programme. In partnership with Novartis, Kimberly Clark and other SANPRO partners, we were able to provide over 3 000 reusable sanitary towels and over 150 000 disposable sanitary towel packs to girls in need throughout South Africa.





ENTERPRISE DEVELOPMENT – PARTNERSHIP WITH THE APPLIANCE BANK

In partnership with The Appliance Bank, Clicks Group has been able to provide assistance to those that are unemployed to start and grow their own businesses. The Appliance Bank prides itself for providing an alternative to unemployed within Gauteng, KwaZulu-Natal, the Eastern Cape as well as the Western Cape. In the current financial year Clicks Group has donated over 196 000 in appliances and other resaleable items to beneficiaries of The Appliance Bank.