

THIS IS

**LONDON  
DRUGS®**



**2025**

# We are not like other drug stores.



**We're different in how we care for our customers, how we contribute to the life of communities, and how we work with our vendors to create something truly unique in our stores.**

Ever since we opened our first store in 1945 — and soon bought the camera store next door — we have been delighting customers with a one-stop-shopping experience full of unexpected products and convenient services that make their lives easier.



THIS IS  **LONDON DRUGS®**

## A family company for 80 years.

We strive to meet the specific needs of the people in each community we serve through our Neighbourhood Out strategy. As a result, we've become a much-loved brand in Western Canada.

# THIS IS CARING

## THE HEART OF OUR STORES ARE THE PHARMACIES

We work hard to make our Pharmacies caring spaces. We provide direct consultation with the pharmacist in our semi-private counseling booths when you drop off your prescription. As well we have private consultation rooms for more detailed consultations on your medications and for you to ask more questions. We are using the latest technology to organize, fill, and find prescriptions faster, so Pharmacists can spend even more time with patients. We also take our health screening services and education clinics out into the community so our medical and wellness knowledge reaches a wide range of people with different needs.



## DEDICATED TO MAKING YOU FEEL BETTER

With both a Pharmacy and full-service technology department, we are the only retailer in Canada where patients can speak to a Pharmacist about managing diabetes, and then have a Tech Specialist teach them how to use their new blood glucose monitor and connect it to their phone so they can send results directly to their doctor, healthcare provider, caretaker, and family. We have a holistic approach to caring for our customers — from helping them discover options such as vegan, gluten-free, and sugar-free foods, to suggesting self-care and stress relievers like sensory toys, fitness tools, and sports equipment so they can relax, have fun, and feel better.

## RELIEF FOR CANCER PATIENTS

Cosmetics partners like L'Oréal and Pierre Fabre work with our Pharmacists and train our Beauty Advisors on how to provide real relief for oncology patients with irritated, peeling, and blistering skin, photosensitivity from radiation therapy, and visible scars from surgery. Our Cancer Care Kits and special workshops help explain what to expect while going through treatment and how to relieve skin issues, and we have travelled to France to learn more about how we can use our vendors' leading oncology research to help patients here at home.



# THIS IS COMMUNITY

## BRINGING PEOPLE TOGETHER TO MAKE A DIFFERENCE

Our customers want us to share their interest in protecting the environment and making our communities stronger. That's why we partner with vendors to create programs like Wellness. Period. where vendors contribute products to combat menstrual poverty, and give our **LDExtras** members the choice to donate their loyalty points to local charities. We also share our values with the organisations we partner with, and we're delighted to be the official pharmacy, volunteer, and merchandise partner of the Invictus Games in Vancouver and Whistler 2025, which focuses on a group our customers care deeply about — wounded, injured, and ill serving and veteran service men and women.



## WE ARE A SUSTAINABILITY HUB

We make it easy and convenient for customers to drop off and recycle a wide range of materials from purchases made from our stores, including packaging. We also help keep tech products out of landfills — customers buy from us, come back for service and repairs, and then upgrade and trade-in their items, which we refurbish and resell or recycle. We are also proud to work with our vendors on sustainability. Our close relationship with SC Johnson led us to become the first retailer in North America to provide refill stations for their cleaning products. And while visiting the Ritter Sport chocolate factory in Germany, we learned about their world-class sustainability practices — which we highlight for our customers.



IN 2023, WE RECYCLED MORE THAN:

**6,300,000 lbs**  
of cardboard and paper

**300,000 lbs**  
of plastics

**462,000 lbs**  
of electronics and appliances

**165,000 lbs**  
of batteries

**50,000 lbs**  
of light bulbs





# THIS IS INNOVATION

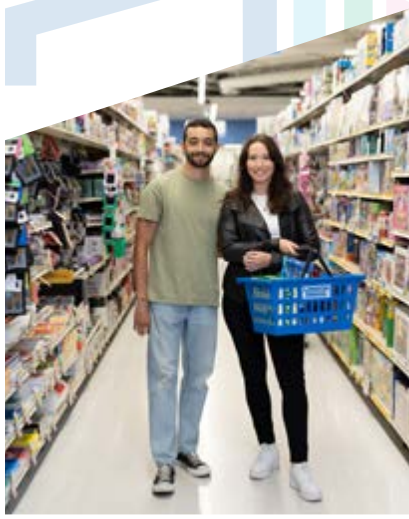
## NEW PRODUCTS, NEW MERCHANDISING, NEW ADJACENCIES

If you have something new that we know our customers will love — we will move fast to get it on our shelves. We want to test your newest products, be first to market, and create whole new categories. Our departments work together to take products out of their traditional shelf space and group them into inspiring moments and one-stop-shopping spaces. We go beyond displaying your products — we animate the experience with contests and events. We even connect our departments in surprising and convenient ways — such as placing technology next to health, and pharmacy next to skin care.



## WE ARE CUSTOMER-OBSESSED

We focus relentlessly on making customers happy. The depth and degree to which staff are trained in our vendors' products and services is one of the biggest things that sets London Drugs apart. Working with our vendors, we invest in making sure staff have the specialized knowledge they need to make customers feel they are talking to a trusted advisor. At our annual Pharmacy, Tech and General Merchandise and Cosmetics conferences, vendors provide the hands-on training that helps our staff become category captains.



**NO ONE KNOWS WESTERN CANADIAN CONSUMERS BETTER THAN WE DO**

We identified our two main consumer segments over six years ago — Quality Aficionados and Trendy Treasure Hunters — and we continue to build our understanding of their shopping behaviour through consumer research and the data we generate from **LDExtras**. They drive everything we do, and by speaking directly to them with personalized communication and offers, vendors can get the best return on their investment dollars. We are even able to delve deeper into our customers' lifestyles and daily activities with our Neighbourhood Out strategy, where we can pinpoint the neighbourhood and the local London Drugs store where these main customer segments live.

**THIS IS PERSONAL**

**AUTHENTIC CONNECTIONS**

When London Drugs has faced adversity, our customers have responded with an outpouring of support and love. This is quite remarkable in the retail world. Our customers expect us to be honest and transparent, and they know we genuinely care about them. We never take our customers' feelings for granted, and we continue to evolve to be the store that the next generation of Canadians love just as much as their parents do, as well as attract people new to Western Canada. In fact, we are looking ahead to 2035 to envision what the store of the future will look like and its role in people's lives.



**SEEING IS BELIEVING**

If you want a partner with a deep and intimate knowledge of their customers — and a genuine willingness to share that insight with you — we are your retailer. If you want to make informed decisions about what is working and what is not with your products — we have the data to help you succeed. But most importantly, the vendors who know us best, perform the best. Take the trip to Western Canada. Tour our stores. Walk the aisles with one of our Executives or Business Unit Managers. See how London Drugs takes care of customers — and your products.





# Believe in Better

**Believe in Better is our Corporate Social Responsibility program. It brings our commitment to making a positive impact on the world and the Western Canadian communities we operate in together under one colourful umbrella. Everything we do revolves around three simple pillars — people, planet, and progress.**



## INVICTUS GAMES VANCOUVER WHISTLER 2025

London Drugs is proud to be the official pharmacy, volunteer and merchandise partner of the first-ever winter edition of the Invictus Games. This partnership fits in perfectly with our values and those of our customers, as we have a long history of supporting veterans, including our decision not to start advertising our holiday brand campaign until after Remembrance Day.

At the games, we will be providing onsite pharmacy services to athletes and their support teams, creating quiet wellness rooms so athletes can relax and take care of their mental health, and supplying Comfort Kits full of travel essentials. As the official merchandise partner, we will be the exclusive offsite retail destination for special edition Signature items. Our stores will also carry branded Invictus Games merchandise. We are also pleased to be supporting the volunteer program, providing logistics and warehousing support, and contributing our photo department expertise to create Commemorative Photo Books for each athlete.



## A NEW CFL SPONSORSHIP

Last year, London Drugs joined the Canadian Football League (CFL) as an official sponsor. Western Canadians are incredibly passionate about the CFL, so there is significant overlap between CFL game viewers and our customer base. We knew this was a great opportunity to connect with our customers in their homes on a weekly basis.

Along with in-game branding and messaging, a standout initiative within this partnership is our Huddle Up for Health Challenge. **LDExtras** members can redeem points for CFL-branded resistance bands, join a fitness journey with CFL players and fitness experts, and enter contests to win BC Lions tickets. And to generate even more excitement, the historic Grey Cup trophy made a special visit to our Regina and Winnipeg stores in September. The success of this initiative has led us to expand the partnership for next season, which is something we are really looking forward to, with the Grey Cup taking place in Vancouver in 2024 and in Winnipeg in 2025.





### FIREFIGHTERS AND TOYS FOR KIDS

We have a long history of supporting the Vancouver Firefighter Charities Toy Drives to provide children with gifts during the holidays and this year we are pleased to expand this important program to more stores across our network.



### EVERY CHILD MATTERS

In 2015, the Orange Shirt Society was formed to support Truth and Reconciliation awareness and activities such as Orange Shirt Day and Every Child Matters. As an official retailer of Orange Shirt Day, London Drugs has official Orange Shirt Day T-shirts available in our stores, with 100% of profits going to the Orange Shirt Society.



### WELLNESS. PERIOD. CAMPAIGN

This will be the fourth consecutive year our customers will join together with our vendors to create real change through the Wellness. Period. initiative. Over the past few years our customers helped raise \$115,000 to combat period poverty, and our leading menstrual product vendors donated high-quality products to those in need.



### STOCKING STUFFERS FOR SENIORS

For years, our customers have brought joy to more than 75,000 low-income seniors in their neighbourhoods by filling wish lists for isolated seniors during the holiday season. It all started in 2015 when a store in BC's Okanagan region sent out the call for donations, and collected enough gifts to benefit 500 inner-city seniors. Stocking Stuffer for Seniors has now grown to include all of our London Drugs stores.

# DR. BRANDT C. LOUIE

C.M.,O.B.C., LL.D, FCPA, FCA

Dr. Brandt C. Louie is one of Canada's most respected entrepreneurs and philanthropists. Under his stewardship, London Drugs has become one of Canada's most trusted retail brands and a leading contributor to environmental and social causes.

Dr. Brandt C. Louie practiced as a chartered accountant until joining the family business in 1972. Since then, he has applied his sharp financial mind and entrepreneurial energy to growing H.Y. Louie Co. Ltd. on a foundation of respect, hard work and community service. He is Chairman and Chief Executive Officer of H.Y. Louie Co. Ltd. of companies, which includes London Drugs, Fresh Street Markets, London Air Services and Sonora Resort.

A visionary business leader, Dr. Louie advises North America's most prominent corporations and public institutions. He serves in organizations such as the Vancouver Board of Trade/World Trade Centre, the B.C. Business Council, the Food Marketing Institute, and the Dean's Council, John F. Kennedy School of Government. He is on the board of directors for the National Coalition of Canadians Against Anti-Asian Racism (NCCAAR). He has served on the Historical Foundation of Canada, the Gairdner Foundation, The Most Venerable Order of the Hospital of St. John of Jerusalem, as Chair of the Board of Directors for Grosvenor Americas, as a member of the Board of Visitors for Duke University Medical Centre. He was a member of the Canadian Judicial Council, Chairman's Advisory Group, and was an advisor for the Winkler Institute for Dispute Resolution, and was appointed by the Lieutenant Governor of British Columbia as a trustee of the Government House Foundation.

For his business and philanthropic leadership, Dr. Louie has been honoured with several awards, including Entrepreneur of the Year, the Queen Elizabeth II Golden Jubilee Medal, the Simon Fraser University Business Impact Award, C.H.I.L.D. (Children with Intestinal and Liver Disorders) Foundation's Great Canadian Achievement Award, the Golden Pencil Award, and the Cornucopia Lifetime Achievement Award CCGD.

Dr. Louie is an elected Fellow of the Institute of Chartered Accountants of British Columbia. In 2005, he was conferred with an Honorary Doctor of Laws degree by Simon Fraser University. He served as Chancellor of that institution for six years. In 2009, Dr. Louie was awarded the Order of British Columbia, and in 2011 he received the Rix Award for Engaged Community Citizenship for his ongoing community involvement. In 2012, he was made a Companion to the Canadian Business Hall of Fame along with Tong Louie, who was inducted posthumously. In 2013, he received The Queen Elizabeth II Diamond Jubilee Medal; The Distinguished Entrepreneur of the Year, Gustavson School of Business, University of Victoria, and The T. Patrick Boyle Founders Award, of the Fraser Institute. In 2015, he was inducted into the BC Hall of Fame Business Laureates, and accepted the EY (Ernst & Young) Entrepreneur of the Year Family Business Award of Excellence. In 2016, he was conferred an Honorary Doctor of Laws degree by the University of British Columbia. In 2018 he was awarded a Lifetime Achievement Award from the Association of Chinese Canadian Entrepreneurs. In 2021, he was inducted into the Grocery Business Hall of Fame and received the Simon Fraser President's Distinguished Community Leadership Award. In 2022, he received the Platinum Jubilee Medal commemorating the 70th anniversary of Queen Elizabeth II's accession to the Throne. In 2024, Dr. Louie was awarded the Order of Canada and he received the King Charles III Coronation Medal.

Since early 2020, Dr. Louie has acted as a major catalyst in the creation of a national strategy on Anti-Asian Racism. On June 23, 2023, he spoke in the Senate Chamber in Ottawa as a representative of the many Canadian Chinese Families impacted by the Chinese Exclusion Act of 1923. That work is ongoing.





## **GREGORY LOUIE, M.D.**

**F.R.C.P.(C.), M.P.H.**

**Co-President, H.Y. Louie Co. Ltd.  
Governor, London Drugs**

Gregory Louie brings his extensive medical education and experience to the leadership team. He works directly with all Head Office teams and stores across Canada, focusing on issues relating to governance and health-care initiatives. He also serves as an adjunct professor within the Faculty of Medicine at the University of British Columbia.

Gregory received his undergraduate degree from Stanford University, his graduate degree in Public Health from the University of North Carolina, and his medical degree from Duke University. He subsequently completed both his residency and fellowship training in Diagnostic Radiology at Stanford University Medical Center in Palo Alto, California. He is a past Fellow of the Royal College of Physicians and Surgeons of Canada, and a past licentiate of the American Board of Radiology in the specialty practice of diagnostic radiology.

## **STUART LOUIE, J.D.**

**Co-President, H.Y. Louie Co. Ltd.  
Governor, London Drugs**

Stuart Louie brings a wealth of legal and commercial expertise to the H.Y. Louie Group and London Drugs leadership teams, derived from his years with one of the leading business and litigation law firms in the United States. He focuses on strategic planning relating to business growth and development, working with teams at Head Office, and across the store network.

Stuart graduated from Duke University with a Bachelor of Science in Economics, and a certificate in Markets and Management. He completed his law degree at Duke Law School and spent the next several years as a practising attorney in the Finance and Commercial Transactions Department at Davis Wright Tremaine, in both their Seattle and New York offices.

Continuing his family's legacy of philanthropy, Stuart serves as a Director of the Greater Vancouver Board of Trade, a Director of the St. Paul's Hospital Foundation, and a Trustee of the Vancouver Police Foundation.





## KURT LOUIE

### Director

Kurt Louie is responsible for developing vendor relationships at the executive level, both for London Drugs and other businesses within H.Y. Louie Co. Ltd.

Kurt has worked for the family business since he was in his teens when he spent summers and weekends unloading boxcars and stocking shelves. After attending British Columbia Institute of Technology (B.C.I.T.) and graduating in marketing, he held positions in retail logistics and started and managed an import rack jobbing company called Quadra Distributors. He worked as a London Drugs Merchandise Manager in Housewares and Hardware for several years before transitioning to his current position.

In recent years he has led fundraising efforts for the Tong and Geraldine Louie Family Foundation, and spearheaded promotions for the London Drugs Charity Golf Tournament and the Business & Networking Conference held annually at Sonora Resort.

## ANNDRAYA LUUI

### Director

Anndraya Luui joined London Drugs in 1978. She worked at the stores in the Photography department before transferring to Head Office to work as Photo Electronics Re-Buyer, then as a Re-Buyer for Internal Supplies. She later transitioned to the Marketing department as Director, Corporate Communications.

Anndraya is a keen supporter of arts and culture in Vancouver, and an enthusiastic fan of contemporary dance. She serves on two boards for the Scotiabank Dance Centre and is also on the board of DanceHouse and Wen Wei Dance. Part of her philanthropic work helps underprivileged youth and marginalized communities gain access to the performing arts. Anndraya's work also contributes to the philanthropic endeavours of the Tong and Geraldine Louie Family Foundation.



## CLINT MAHLMAN

### President & COO

Clint assumed the role of Chief Operating Officer in 2011, was named Executive Vice President in 2014, and in 2018, became President and COO.

In his 40 years with London Drugs, Clint has made a lasting impact on many aspects of the business. From part-time Stock Person to President, Clint has served in a wide range of store and Head Office roles, enabling him to develop a 360-degree perspective of the business. He is known for his passion for understanding how customer and employee behaviour drives merchandising and operations.

Clint was selected as one of Business In Vancouver magazine's BC500 "most influential business leaders in BC" for 2021, 2022 and 2023. In 2022, Clint was inducted into the Grocery Business Hall of Fame and in 2017, Clint was selected, with London Drugs, as the Retail Council of Canada "Distinguished Retailer of the Year." Clint was also selected as one of BC Business Magazine's top 20 Most Influential People in British Columbia in 2023.

During his time as President and COO, London Drugs has been recognized by Forbes Magazine as one of Canada's Best Employers, a multi-year winner of BC's Most Trusted Brand, and BC's most loved brand (of any industry) for a number of years, most recently in 2022. London Drugs has also been a recipient of a number of Retail Council of Canada's awards in various categories during that time.

London Drugs was recognized in 2022 by the Greater Vancouver Board of Trade's prestigious RIX Award for Engaged Community Leadership.

Clint's imprint on London Drugs' culture is noticeable in a number of areas that we are well known for in the industry today. He spearheaded the award-winning sustainability and recycling initiatives that have put London Drugs at the forefront of retail in North America. He was responsible for the development of early versions of London Drugs' first management training programs, and for the first Process Re-Engineering initiative. He helped design



many of the sales and service initiatives, and e-Commerce and loyalty concepts that London Drugs is known for throughout the industry today.

Clint has been asked to contribute in advisory roles and delivered keynote presentations to industry and government on future trends, service, technology integration, human resources, supply chain issues, and sustainability practices. He has contributed his time and expertise to many environmental stewardship causes: he is a founder and former board member of the national Electronic Product Recycling Association, past Chairman of the board of directors of the Recycling Council of BC, and a past board member of the Ontario Electronic Stewardship organization.

Clint is currently a board member of the Retail Council of Canada (RCC) and chairperson of RCC's Governance Committee. He also completed time with the Advisory Committee for the University of Alberta's School of Retailing and the University of Alberta School of Business' Business Advisory Council.

Clint spearheaded the formation of Save Our Streets (SOS) as cofounder in 2023. SOS is a province-wide organization of over 100 community groups, business associations and businesses focused on the issues of violence, vandalism, theft and street disorder that impacts the safety of service-industry employees and the viability of the service industry in B.C.



## **ROB FELIX, B.A. Economics**

### **Senior Vice President, Merchandising**

Rob Felix loves to tell people to expect the unexpected at London Drugs — and he makes that come true every day with his relentless pursuit of new products and his drive to find that next market-share winner.

Starting his London Drugs career over 40 years ago, Rob brings his first-hand store experience together with his extensive background in operations and merchandising to continually delight loyal customers and attract new ones.

Never afraid to be unconventional, Rob leads a highly skilled team of entrepreneurial buyers and Merchandise managers who search the world over for products that offer value as well as quality and innovation, and to find new and effective ways to showcase those products. He is also always on the hunt to increase the variety of services London Drugs provides to create a truly unique and convenient shopping experience.



## **N.V. (NICK) CURALLI, B. Ed.**

### **Vice President, Technology Solutions**

Nick Curalli's 27 years at London Drugs have seen him serving in a variety of roles at London Drugs. Nick began his London Drugs career in 1996 as Corporate Project Manager. Since then Nick has held the roles of General Manager, Information Technology (1999), Chief Privacy Officer (2009) and was appointed to the position of Vice President, Technology Solutions in 2017. Nick has served on London Drugs' Executive Committee since 2004.

Nick's current role has responsibility for the retail TECH, Information Technology, Project Management, eCommerce and TLD/Customworks teams with a focus on evolving the integration of these areas to evolve new service offerings for our customers.

With a passion for leading and supporting change, Nick's enthusiasm, creativity and focus on service make him a valued leader, both at London Drugs as well as in his local community. Nick has held several roles with educational and community boards. He also pursues his passions in music, fitness and coaching. Nick cherishes his wife, his family and his Faith; which support and fuel all his efforts.



## **SYED JAFRI, CPA, CGA**

### **Vice President, Finance**

Syed Jafri joined our Finance team in 2012 as Assistant Controller and was promoted to Controller in 2018, Director of Finance in 2021, and Vice President, Finance in 2022. Syed has made impressive improvements in analytics and reporting, as well as changes to how the company receives actionable information.

Syed's extensive career has also allowed London Drugs to benefit from his wide-ranging experience and international perspective. He held auditing and accounting positions with several U.S. companies before moving to Vancouver and gaining valuable expertise in the Canadian consumer electronics retail business as Accounting Manager-Vendor Services for Future Shop. Syed was also Director Controller for Rogers Retail division, where he worked on their retail store business transformation, and managed a world-wide staff as Director of Accounting/Finance Shared Services with CHC Helicopter.



## **JEFF STARNAMAN, BComm., C.P.H.R.**

### **Vice President, Supply Chain Management and Merchandising Systems**

Jeff Starnaman has been a member of the executive team since 2018. Jeff's current role has him integrating technology and automation into the London Drug's supply chain. This is being done to create a more responsive and resilient system to work efficiently with our vendors and to delight our customers. Prior to Jeff's role expanding to include merchandising systems where he is now leading a technology transformation throughout our supply chain, Jeff was the Vice President of Human Resources. While in this role, Jeff brought innovative solutions for solving people challenges while always providing a mentally and physically safe environment.

Prior to joining London Drugs in 2014, Jeff held senior leadership roles in both Retail Operations and Human Resources. His career has led him to living and working across Western Canada, giving him a local perspective of London Drugs' market areas.



## **CHRISTINE MACLEAN, B.A., LL.B**

### **General Counsel and Chief Privacy Officer**

Christine MacLean started with London Drugs in 2001 as Corporate Counsel, supporting both H.Y. Louie Co. Ltd. and London Drugs, and other related family companies. She became General Counsel in 2006 and has managed the London Drugs legal department since that time. The legal department has a diverse focus, including various commercial and business matters, compliance, intellectual property, and support of all departments and divisions within London Drugs.

In 2015, Christine became a member of the London Drugs Executive Committee, and in 2017 she assumed the role of Chief Privacy Officer for London Drugs.

Christine has earned an excellent reputation for working collaboratively with all areas of the business to accomplish business objectives, while protecting London Drugs' legal and corporate interests.







## CHRIS CHIEW, B.Sc.

### Vice President, Pharmacy and Healthcare Innovation

Chris Chiew started at London Drugs as a Pharmacist and steadily progressed through the company as Assistant Pharmacy Manager, Pharmacy Manager, and Pharmacy Operations Manager for Manitoba and Southern Alberta. In February 2017, Chris was promoted to General Manager, Pharmacy. He was appointed to the Executive Committee in 2020 and named Vice President, Pharmacy and Healthcare Innovation in 2022. Chris is responsible for providing the strategic business plan for the Pharmacy division, leading the Senior Pharmacy Management Team in implementing and executing the pharmacy strategy, and advocating the profession of pharmacy to the various provincial and federal governments.

Before joining London Drugs in November 1994, Chris worked as a pharmacist at an independent pharmacy. He holds a B.Sc. in Pharmacy and Pharmaceutical Sciences from the University of Alberta. He is currently a member of the Finance and Audit Committee of the Neighbourhood Pharmacy Association of Canada as well as a board member and Past President with the BC Pharmacy Association.



## YVONNE ANYON, BA, MBA

### Vice President, Marketing and Communications

Yvonne Anyon joined London Drugs in 2018 as General Manager, Marketing. As the head of Marketing she is responsible for providing strategic marketing plans to support all lines of business across London Drugs, optimising the marketing mix for owned, earned, and paid media, and creating meaningful customer connections. She was appointed to the Executive Committee in 2021 and continues to place a customer-led experience at the core of the Marketing strategy and lead her team on a path to increase customer brand love, trust, and affinity.

Yvonne has a wide background in marketing, and has worked for a variety of companies from both the vendor and retailer perspectives. She achieved an MBA in Executive Management from Royal Roads University in 2018 and holds a Bachelor of Arts from the University of Waterloo.



## SHARLIE NIESSEN, BBA

### General Manager, Human Resources

Sharlie Niessen has been with London Drugs her entire career, starting as a part-time Cashier in high school, and continuing to hold a variety of store positions while attending college and university, graduating from Simon Fraser University with a BBA and a major in Human Resource Management.

After becoming Administrative Assistant for our HR department in 1999 while completing her degree, Sharlie moved on to Employee Relations Advisor and Employee Relations Manager while being nominated for a BC Human Resources Association "Rising Star" award along the way. In 2020, Sharlie was promoted to Assistant General Manager, HR, and General Manager, HR in 2022.

Besides helping to implement our first online recruitment system and the President's Award recognition system, Sharlie is one of the founding members of the London Drugs' Diversity, Equity, and Inclusion (DEI) Committee and has grown our reputation as a diverse and inclusive employer through her work on the BC Aboriginal Workforce Strategy, as well as several initiatives that have connected London Drugs with people of diverse abilities.

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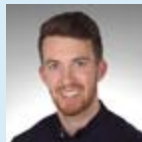
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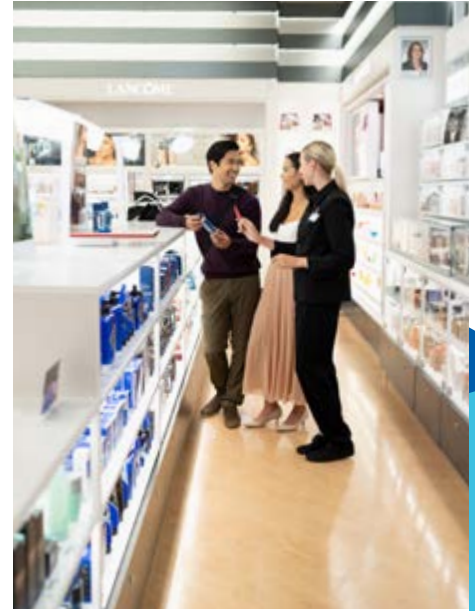
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Using a strategic **Whole You** approach, which is focused on storytelling and putting the customer first, we can create the personalization and relevancy that customers are looking for — and create trust and love for your brands and for London Drugs.

### LDExtras Loyalty Program



- Monthly personalized Just for You Perks
- LDExtras exclusive experiences
- Savings on extended warranties
- Donate your points to charity partners

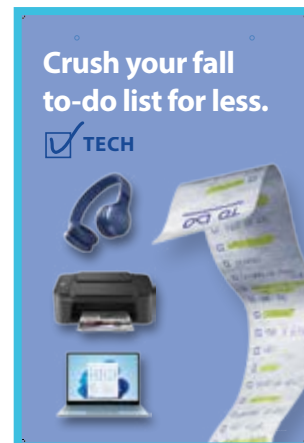


### Social Media



- Social Networks
- Online Reviews
- Ecommerce, Product Recommendations

### In-Store



- In-Store Print & Digital Signage
- LDExtras App Offers (Redemption)
- In-Store/Digital Flyer
- Ecommerce Site
- Event Trailers
- Google Shopping Ads
- Sampling

# 360-Degree Marketing Programs

London Drugs corporate marketing programs deliver a 360-degree approach with consistent graphics and messaging to support category level growth, the co-creation of collateral, and opportunities to drive revenue, traffic, and build basket.

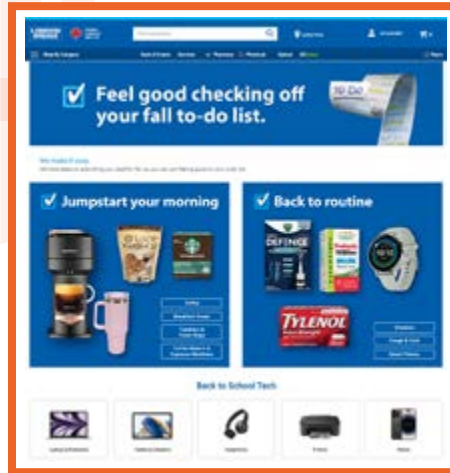
Our Shopper Marketing team works closely with merchandising and vendor partners to engage customers, use data to inform decisions, create clarity for buy-in to programs, and provide opportunities to participate in larger story-led campaigns.

## Flyers, Specialty Catalogues



- Flyers, Specialty Catalogues
- TV
- Radio
- Display Ads
- Social Networking
- londondrugs.com

## Web Content



## Television



## Radio



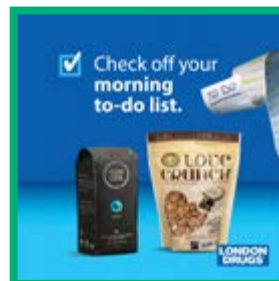
## Digital Marketing



- Targeted Emails
- Digital Flyers
- LDExtras Offers



- Digital Banners
- Facebook Targeted Advertising
- Blog Posts



- Social Influencers
- In-Store Events
- Product Feeds

OUR OPPORTUNITIES

# London Drugs Flyers & Seasonal Catalogues

## A CUSTOMER FAVOURITE

Our customers continue to tell us that the flyer is an important channel in their shopping journey. As a result, we deliver 112 million printed flyers and catalogues to the communities surrounding our stores each year. The drivers and motivations for our Trendy Treasure Hunters and Quality Aficionados to use our flyers remain consistent — value and function are the top priorities, while inspiration and discovery serve as valuable benefits to drive purchase intent for your products. While the complexity of our business can make a one-size-fits-all flyer difficult, we have discovered that a winning strategy is to deliver on our Whole You approach, each and every week. Solving customer needs through consistent category representation in an authentic and compelling way each week delivers success. With the new broadsheet format, our focus on continued growth is a high priority, and our Marketing Team continues to invest in research, process, and design to ensure this flagship tool delivers sales lift and brand awareness for your products.



# Digital Flyers and Newsletters

When you invest in our print flyer, not only do you align your product offering to a trusted brand, you also unlock tremendous value across a number of London Drugs owned channels, and through some of Western Canada's largest flyer distribution partners, all at no additional charge!

At the discretion of London Drugs Marketing, top flyer offers are selected to be featured within:

- Corporate (non-LDExtras) newsletter.
- londondrugs.com flyer section.
- The website Homepage and Deals and Events pages.
- Across London Drugs owned social media channels.
- Flyer distribution partners including Flipp and Red Flag Deals during key selling times and focus areas.





# Showcase Savings

## THE SHOWCASE SAVINGS EVENTS ARE AN EXCELLENT OPPORTUNITY TO LET YOUR BRAND SHINE

Offered eight times per year, Showcase Savings flyer inserts put your brands at centre stage by offering prime location within our flyer, longer publication life, and the ability to incorporate with your corporate brand campaign. This supports your brand equity while driving sales with London Drugs. Your creative department can provide ad materials built to our specifications, or our creative team can build an ad on your behalf with the creative elements that you provide. These bold inserts allow your unique creative to stand out, build excitement, and drive sales.



# Television Advertising

## MAKE YOUR PRODUCT THE STAR OF A LONDON DRUGS TV COMMERCIAL!

London Drugs' TV commercials reach millions of viewers in key seasons, maintaining top-of-mind awareness for London Drugs and the products our customers need every day. Our television commercials leverage the expertise of our store associates and our breadth of assortment to take care of the whole customer.

These commercials are also run as pre-roll advertising online, to capture customers who consume TV programs and content online rather than through traditional broadcast.



# Radio Advertising

We use traditional and streaming radio advertising for select campaigns to keep London Drugs top of mind, communicate hot offers and drive store traffic. Feature your products or brands in a London Drugs campaign.

Opportunities include:

- Major sale and seasonal events such as: Black Friday, Boxing Week, Allergy and Cough, Cold and Flu season, London Drugs Anniversary Event and Back to School
- Grand Openings
- Product Exclusives



# Digital Gateway to More Customers

**Print and digital opportunities including newsletters, product experience pages, website banners, and more!**

## MARKETPLACES

London Drugs being present on multiple marketplaces provides numerous advantages, as each platform has its own unique user base, enabling us to connect with a broader audience. More platforms translates into more selling opportunities, which in turn allows our vendors to capitalize and engage during peak selling seasons. Being present on multiple platforms also generates invaluable data on customer behaviour, preferences, and trending products and categories.

Another benefit to marketplace activity is boosting visibility during promotions and campaigns.

Adding marketplace as an incremental activity, our current program will allow you to leverage multiple customer touchpoints with a great chance for conversion.

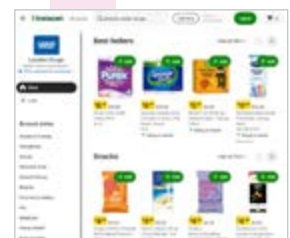
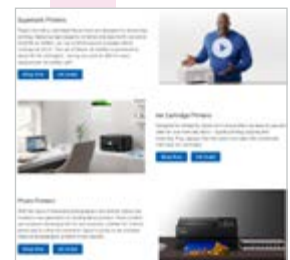
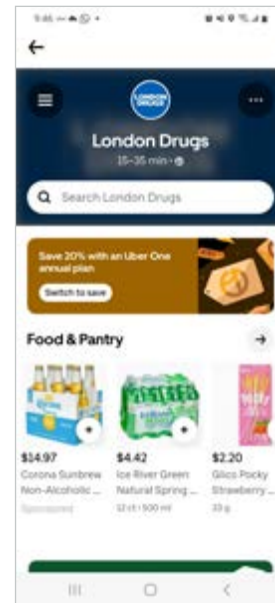
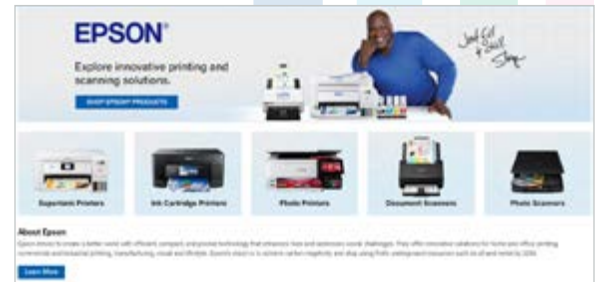
## MULTI-CHANNEL FULFILLMENT

Multi-channel fulfillment enables us to sell any product across various locations, even if that product isn't currently in stock at a specific site. This flexibility is particularly advantageous because it allows us to reach a wider audience and meet customer demands more effectively.

Customers can browse our offerings and purchase items directly in store choosing to have their orders shipped directly to their nearby store, or their own home. This convenience enhances the shopping experience, as customers can select the delivery method that suits their needs best.

This system ensures that we can maintain a robust inventory without the limitations of physical stock in every location. We utilize a centralized inventory management system that tracks stock levels across all channels, allowing us to fulfill orders from the nearest available location. This streamlines our operations and optimizes delivery times, which in turn creates a seamless and exceptional experience for our customers.

By offering multiple fulfillment options, we can cater to diverse customer preferences. Ultimately, this approach enhances customer satisfaction and loyalty and demonstrates our commitment to being there whenever and wherever our customers need us.



# 1WorldSync (1WS) Partnership

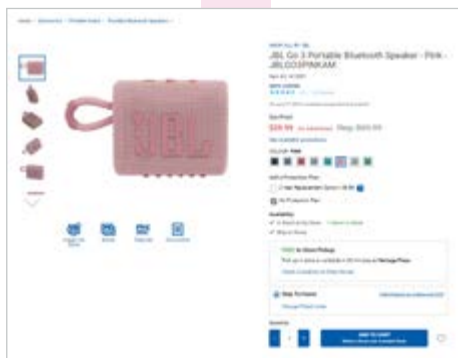
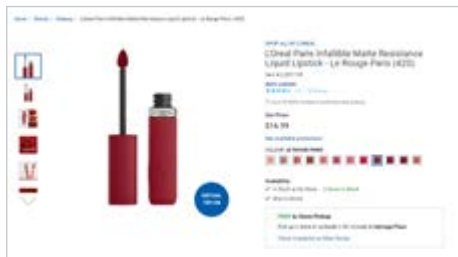
## The 1WS program continues to see success.

Recent years have enabled us to add core content (specs, multiple images, a unique product description) to thousands of items. We see close to 100% increase in year-over-year conversion on the sample of products audited.

1WS allows you to create a consistent experience across all your products in a fast and efficient process:

- Show multiple images
- Extended specifications
- Unique product content
- Control of your own rich content
- Listed online in 2-3 weeks\*
- Non 1WS items have no ETA to be listed online

\*Timeline is based on vendor's ability to provide timely and accurate information.

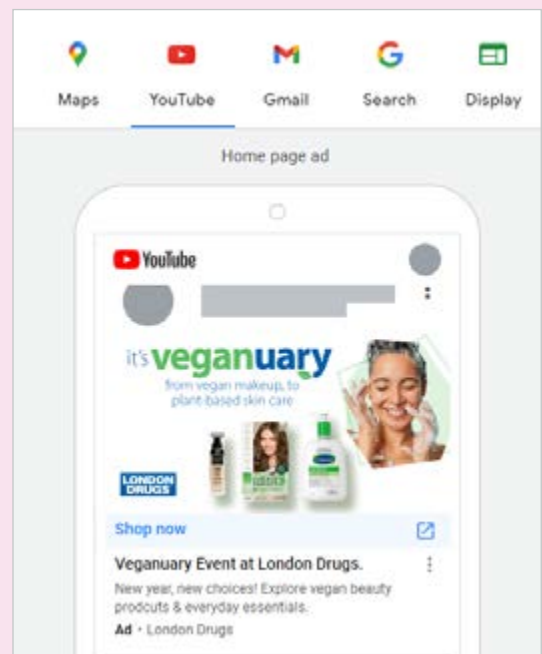


By listing on londondrugs.com, you'll have a chance at the following:

- Add to a catalogue of over 60,000 items.
- Make traction with some of our 1.5 million monthly site visitors.
- Make an impact on the 60% of customers making a purchase on londondrugs.com who will end up in a local London Drugs store.

## Google Performance Max

To amplify the awareness of products available at London Drugs, we use Google Performance Max. With the aid of machine-driven targeting, we promote products with Shopping ads while finding untapped growth opportunities across all of Google's ad inventory to drive both online sales and in-store traffic.



OUR OPPORTUNITIES

# Programming Schedules

**Driving sales and growth for vendors through Shopper Marketing Campaigns is another area that makes London Drugs unique.**

Through focusing on our core customers, the Trendy Treasure Hunters and Quality Aficionados, our Shopper Marketing team uses data to land on the tactics to reach the shopper at multiple points on their path to purchase, all while keeping your business objectives in mind.

These campaigns also use storytelling to provide a “Whole You” approach that promotes the products and services curated to fit the lifestyles of our core customers.

Although encouraging customers to adopt new behaviour can be challenging, our team supports vendor partners through activating a combination of traditional and digital marketing channels.

The role of the Shopper Marketing team is to help vendors drive category growth through awareness and affinity for products and services both in-store and online.

Participation and commitment early in our programs will ensure success as we structure campaigns around key selling and seasonal events, new items launches, and community events at a local level.



Here are just a few examples of successful Shopper Marketing campaigns that can drive awareness and trial for your products:

- Veganuary
- Mindful Choices
- Foods of Europe
- Zero-Proof Life
- Gaming
- Baby/Newborn events
- May is Photo Month
- Back to School/Routine
- Coffee Month
- Christmas and Holiday Season
- Travel
- Weddings

Have something not on this list? Let's discuss to see if there is an opportunity to build on the success of our already established programs.





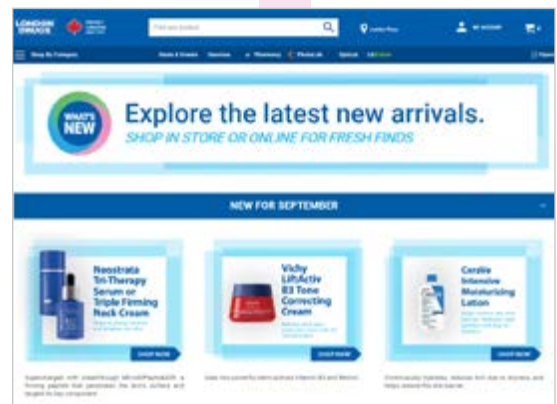
# The What's New Program

## What's New Program Objective

London Drugs is the destination for things we know we need and also for the things we never knew we needed!

Working with our Buying Team, our vendor partners work hard to find the relevant products that our customers want and need. A consistent flow of newness and innovation encourages trips for our customers and the delight of finding new items on our shelves each week — which especially appeals to our Trendy Treasure Hunter customers. The What's New program was created to highlight innovation across the whole store not just by category or vendor — this allows customers to experience all that London Drugs has to offer and bring awareness to all categories.

The What's New program has become incredibly popular by targeting our core customers and curating the content to speak to our primary audiences. The industry-leading open rates in our monthly emails suggest that newness and innovation is really resonating with customers, and our multi-channel approach brings your products and services to life in a way that is uniquely London Drugs.



## Defining What's New at London Drugs

We have new products or SKU's added to the system weekly. These items can be referred to as new for a variety of reasons, new colour, new package, small changes to functionality or attributes. We need to ask the question — is it exciting, is there a story to tell our customers?

The What's New at London Drugs program is new to us, and perhaps new to our customers as well. The product provides a story to tell, a story that captures customers interest and excites them.

OUR OPPORTUNITIES



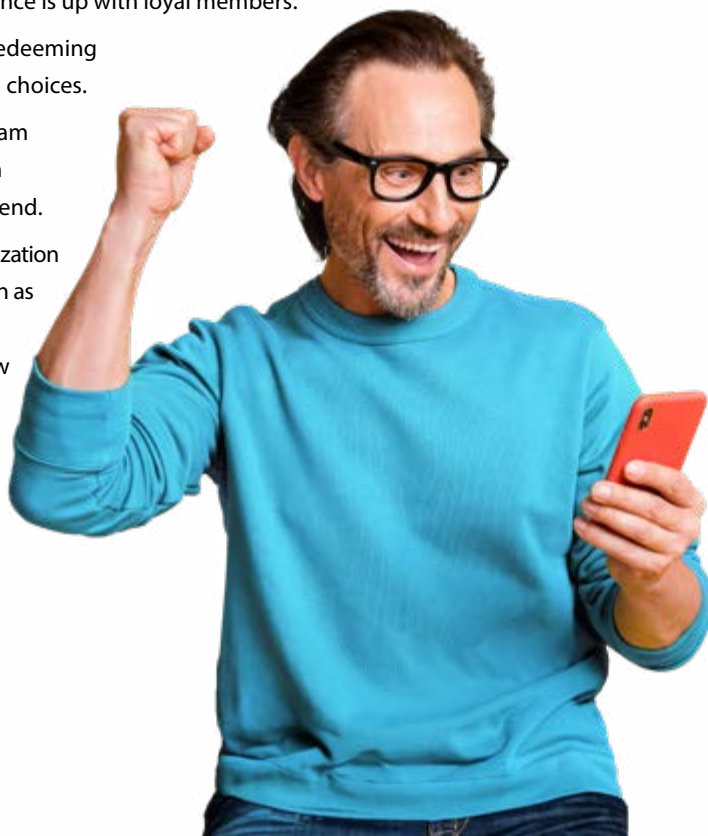
# LDExtras™

**As we enter the third year of our points-based LDExtras loyalty program, we are seeing triple digit increases in member engagement with the program! With over 1.3 million exceptionally loyal members, LDExtras is a great opportunity for you to showcase your brand to our most valuable customers.**

In these tough economic times, the need for customers to find ways to stretch their discretionary dollars has never been more vital to Canadians.

The goals of our loyalty program are to drive sales growth through engagement and collect customer data that can support business decision making across all business units. Two years into the new program we are seeing incredible momentum:

- New members are finding value.
- Sales performance is up with loyal members.
- Members are redeeming for new reward choices.
- The new program is delivering on incremental spend.
- Hyper-personalization is on the horizon as we continue to invest and grow the program.
- Customer engagement through gamification.



**LONDON DRUGS LDExtras**

**Collect points on the things you need!\***

Exchange for the things you want.

**LONDON DRUGS LDExtras**

**20,000 POINTS = \$20.00 FOR YOU**

Collect points just by shopping for your favourite things!

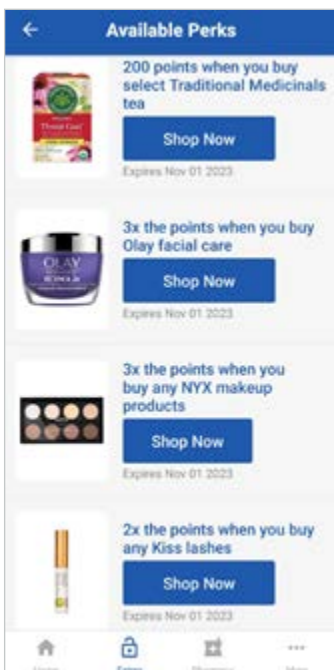
Convert them to vouchers & save on everyday essentials.

5,000 points = \$5  
10,000 points = \$10  
Easy, right?

**LONDON DRUGS LDExtras**

**Unlock the power of LDExtras in our Tech Department!**

Collect points **fast** on your favourite gadgets!\*



The future of the **LDExtras** program involves asking the question: “How can my brand get involved?” All vendors have an opportunity to not only reach our most loyal customers, but drive sales and gather information on who our customers are and how they shop your products in our stores. Our talented Loyalty Team can support all your brand’s objectives through identifying the right model, timing and amplification. Just ask us how to get involved!



# LDExtras™

## LDExtras is grounded in customer research, member led, and provides more value, benefits, and access.



We're proud to have a highly loyal membership base, with an impressive retention rate exceeding 87% and a year-over-year increase in redemption rates of 65%. This demonstrates that our customers are increasingly aware of and taking advantage of the valuable offers and perks available to them.

Digital Engagement, as we define it within the **LDExtras** program, is engagement with the app or portal in meaningful ways: from logging in, to loading offers, to redeeming points for vouchers — the more meaningful the engagements are, the greater the positive impact this customer has on our business and with your brands.

- Digitally engaged members contribute 65% of all **LDExtras** sales
- Digitally engaged members = 1.5 higher sales lift
- Digitally engaged members spend 67% more per year than non-digitally engaged

## Machine learning will fuel JUST FOR YOU PERKS, driving incremental sales for vendors.

Each month we send custom offers to targeted audiences based on their past shopping habits. Participating partners will stretch spend from existing members and introduce new customers to their products.

### Just For You Perks points-based bonus offers

- Provides our vendor community the opportunity to participate in our new program.
- Rewards members for products they already love and introduces them to new, relevant products.

HIGH PRODUCT AFFINITY	HIGH CATEGORY AFFINITY	LOW CATEGORY AFFINITY
<ul style="list-style-type: none"> <li>• Rewarding higher engagement, long term lift and loyalty</li> <li>• Maximizing share of wallet</li> </ul>	<ul style="list-style-type: none"> <li>• Driving opportunity to increase incremental lift</li> </ul>	<ul style="list-style-type: none"> <li>• Acquiring the customer to purchase in category</li> <li>• Highest lift per customer</li> </ul>





# Collect *points*. Earn *rewards*.



## JUST FOR YOU PERKS is a winning offer strategy for brands.

### Precise targeting with continual improvement.

- Machine learning model targeting to each specific offer
- Annual refinement of the model including adding additional data points

### Product placement with London Drugs' most valuable customers.

- Minimum 1 targeted email monthly
- Placements on both **LDExtras.com** and **londondrugs.com**
- Reporting and analysis to support your investment
- Monthly reporting on offer usage
- Monthly reporting on incremental lifts over control
- Benchmarking on offer efficacy (frequency varies)

### Multiple offer types to fit your budget.

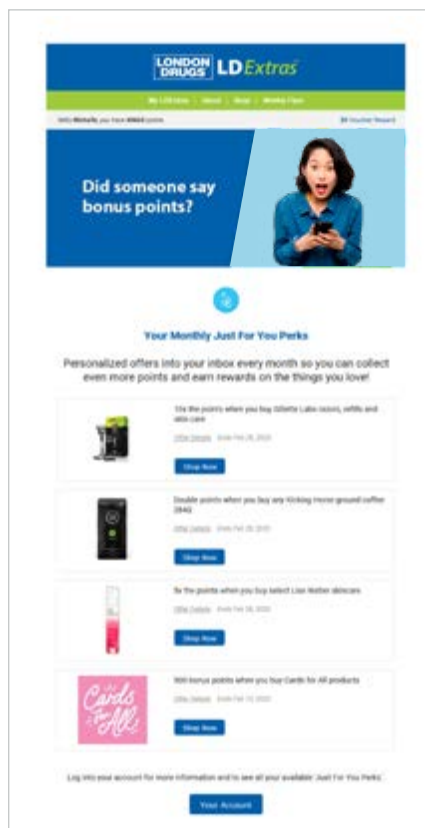
- Promotions at a brand, product or category level valid for a calendar month
- Ability to set the type of offer
- Reward cap (max number of points an account can earn for bonus)

BONUS TYPE	EXAMPLE
Fixed Amount	500 bonus points for purchasing product
Variable Qualifying Item Revenue	Double bonus points any purchase in brand
Threshold Spend	10,000 bonus points on any \$100 purchase
Bundle	Buy 2 items and receive 5,000 bonus points

## LDExtras continues to evolve to reach more and more customers.

### Talk to us to find the opportunity that is right for you!

- Universal Offers
- Hyper-Targeted Offers
- Threshold Offers
- 3-Day Deals
- Most Relevant Offers
- Limited time, Rich Loadable Offers
- Contesting, run in conjunction with an offer and for participating vendors in the program
- Focused Customer Journeys
- Event Experiences and Activations



# London Drugs Conferences

Build personal connections with the people who sell your brands.



## Annual Pharmacy Managers' Continuing Education Conference

APRIL 30 – MAY 5, 2025 – FAIRMONT WHISTLER

The purpose of this conference is to provide continuing education and training to all the London Drugs Pharmacy Managers. It also provides our vendor partners an opportunity to learn about our professional programs that have created teams of Certified Diabetes Educators, Travel Medicine Pharmacists, Asthma Educators, Patient Care Pharmacists and Regulated Pharmacy Technicians.

For more information on these opportunities, please email: [events@londondrugs.com](mailto:events@londondrugs.com)



## Store Managers' Educational Conference

JUNE 3 - 6, 2025 – SONORA RESORT (TENTATIVE)

This event is held each year at the world-famous Sonora Resort in the Discovery Islands off the coast of British Columbia. This inspiring location provides a unique opportunity to interact with our Store Managers, Senior Head Office Management and the Executive Committee in an environment free of distractions. Due to the remote nature of this facility you can be assured that you will have the undivided attention of the London Drugs Staff in attendance.



## General Merchandise & Cosmetic Conference

OCTOBER 14 - 17, 2025 – JW MARRIOTT PARQ HOTEL, VANCOUVER, BC

## Tech Education Conference

OCTOBER 6 - 9, 2025 (TENTATIVE)

These events are an excellent opportunity to share your products and brand story with a receptive audience of Retail Sales Experts. The information from these sessions is passed on to each store's Sales Staff through department meetings — all just prior to the hottest-selling period of the year.

# The London Drugs Foundation

## Caring for Communities

Caring for communities is at the heart of who we are, and what we do at London Drugs. That same value is threaded into the work of our Foundation and our commitment to support health, education, arts, and culture. As part of our extended family, you have consistently demonstrated our shared belief, that when one person or group succeeds, we all succeed.

As a direct result of your willingness to continue making a difference, The London Drugs Foundation can continue its support of the important community work being done across Canada. From the entire London Drugs family, thank you for your partnership and your generous support.

Thanks to your support we helped **over 50 charities** last year

- Alberta Children's Hospital Foundation
- B.C. Children's Hospital
- B.C. Women's Hospital
- Bard On The Beach
- B.C. & Alberta Guide Dogs
- Book's Don't Kill & Ghost Books
- Britannia Secondary School
- Burnaby Hospital Foundation
- Campbell River Hospital Foundation
- Chinese Canadian Museum
- Chinook Regional Hospital Foundation
- Cowichan District Hospital Foundation
- Delta Hospital Foundation
- F Fraser Valley Health Care Foundation
- Gasliner
- Grande Prairie Regional Hospital Foundation
- Grant MacEwan University
- Hospitals Of Regina
- Junior Achievement B.C.
- Kelowna General Hospital Foundation
- Langley Memorial Hospital Foundation
- Lions Gate Hospital Foundation
- Mothers Against Drunk Drivers
- Nanaimo & District Hospital Foundation
- Northern Community Counselling Centre
- Paces Arch Hospital
- Prostate Cancer Centre Alberta
- Red Deer Regional Hospital
- Richmond General Hospital Foundation
- Ridge Meadows Hospital Foundation
- Royal Alexandra Hospital Foundation
- Royal Columbian Hospital Foundation
- Royal Inland Hospital Foundation
- Royal University Hospital Foundation
- Saskatoon City Hospital Foundation
- Saskatoon Hospital Foundation
- South Okanagan Similkameen Medical
- Spirit Of The North Hospital
- Squamish Hospital Foundation
- St. Paul's Hospital Foundation (Saskatoon)
- Stigma Free Society
- Stollery Children's Hospital Foundation (Edmonton)
- Sunshine Coast Hospital
- Surrey Memorial Hospital Foundation
- UBC - Patient Simulation & Training
- University Hospital Foundation (Edmonton)
- University Of Calgary
- Vancouver Police Department
- Vancouver Retail Society
- Vancouver Symphony Orchestra
- Vernon Jubilee Hospital Foundation
- Vernon Transition Network
- VGH & UBC Hospital Foundation
- Victoria General Hospital
- Victoria General Hospital Foundation (Winnipeg)
- Red Deer Regional Hospital

**LONDON DRUGS**  
FOUNDATION



## Save the Date

### London Drugs Charity Golf Classic

JULY 10 & 11, 2025 – MAYFAIR LAKES

Join us for a tournament that promises to be a great day of networking and fun. Make your reservations now, as spots are limited.

### London Drugs Business & Networking Conference

GENERAL MERCHANDISE & COSMETICS: SEPTEMBER 5 - 8, 2025

PHARMACY & TECH: SEPTEMBER 8 - 11, 2025

These events provide a unique environment to network and create business opportunities, with owners and senior leaders from a variety of different industries and experiences. This allows for face-to-face meetings to discuss global business issues.

**The net proceeds from both of these events are donated to registered charities. These events sell out, so register early.**

**For more information on these opportunities, please contact:**

**Joanne Chan**, Manager, Charity Foundations

tel: 604.272.7688

email: [jchan@londondrugs.com](mailto:jchan@londondrugs.com)

OUR OPPORTUNITIES



The  
**TONG & GERALDINE LOUIE**  
FAMILY FOUNDATION

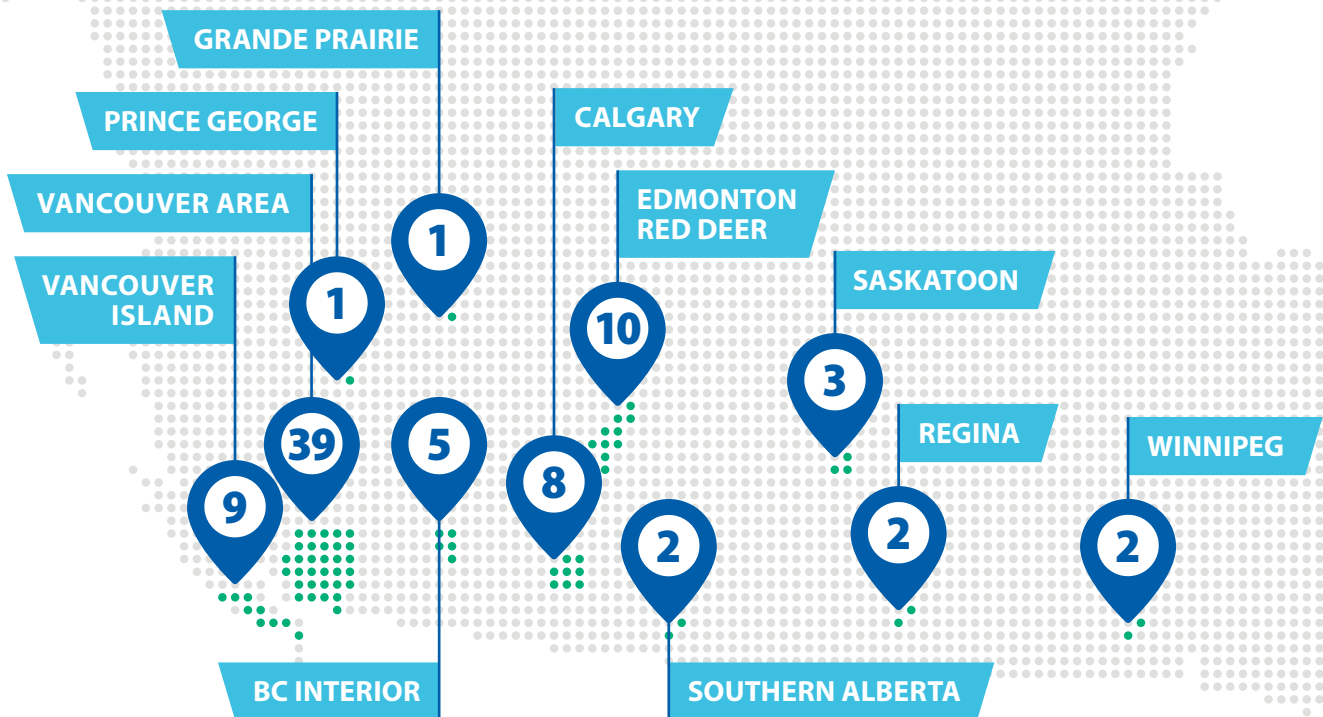


**londondrugs.com**  
**ALWAYS OPEN NATIONALLY**

**24/7**

**82**

**Retail Locations  
Serving Western  
Canada**





# 17 eCommerce Fulfillment Centres

- 11 in British Columbia
- 4 in Alberta
- 1 in Saskatchewan
- 1 in Manitoba



## londondrugs.com

We started our online journey in the 1990's and over the years have introduced countless improvements to our online shopping experience.

- Buy online and pick up in store
- Pickup available in 30 minutes or less
- Same-day delivery within 2 hours powered by Doordash.
- Vendor direct program allows partners to ship direct to customers
- Ship to Store – giving customers the ability to ship endless aisle products to a local store for pick-up at their convenience
- Services – for all your in-store and TECH home service needs
- London Drugs Mobile App – taking **LDExtras** rewards and Pharmacy refills with you wherever you go
- Photolab – for the ease of ordering those special keepsakes anytime

**We continue to redefine the online customer experience.**

# 82 LOCATIONS SERVING WESTERN CANADA

## British Columbia: 54 Stores

<b>02 – GEORGIA &amp; GRANVILLE</b> ●	<b>18 – LANGLEY</b> ●●	<b>51 – PRINCE GEORGE</b> ●
710 Granville St. Vancouver, BC V6Z 1E4 tel: 604.448.4802	1 B – 20202 66th Avenue Langely, BC V2Y 1P3 tel: 604.448.4818	196 – 1600 15th Ave. Prince George, BC V2L 3X3 tel: 250.561.0011
<b>03 – NEW WESTMINSTER</b> ●●●	<b>19 – ROBSON</b> ●●	<b>52 – IRONWOOD PLAZA</b> ●
100 – 555 6th St. New Westminister, BC V3L 5H1 tel: 604.448.4803	1187 Robson St. Vancouver, BC V6E 1B5 tel: 604.448.4819	3200 – 11666 Steveston Hwy. Richmond, BC V7A 5J3 tel: 604.448.4852
<b>04 – WEST BROADWAY</b> ●●●	<b>25 – LOUGHEED TOWN CENTRE</b> ●	<b>53 – VICTORIA SQUARE</b> ●
525 West Broadway Vancouver, BC V5Z 1E6 tel: 604.448.4804	101 – 9855 Austin Ave. Burnaby, BC V3J 1N4 tel: 604.448.4825	5639 Victoria Dr. Vancouver, BC V5P 3W2 tel: 604.448.4853
<b>05 – NORTH VANCOUVER</b> ●●	<b>28 – WESSEX</b> ●	<b>54 – TILLICUM CENTRE</b> ●
2032 Lonsdale North Vancouver, BC V7M 2K5 tel: 604.448.4805	3328 Kingsway Vancouver, BC V5R 5L1 tel: 604.448.4828	Y003A – 3170 Tillicum Rd. Victoria, BC V9A 7C5 tel: 250.360.2654
<b>06 – BURNABY</b> ●	<b>29 – VICTORIA</b> ●	<b>55 – MISSION</b> ●
4970 Kingsway Burnaby, BC V5H 2E2 tel: 604.448.4806	201 – 911 Yates St. Victoria, BC V8V 3M4 tel: 250.360.0880	200 – 32555 London Ave. Mission, BC V2V 6M7 tel: 604.820.5115
<b>07 – EAST HASTINGS</b> (TEMPORARY LOCATION) ●●	<b>35 – KAMLOOPS</b> ●●	<b>56 – THE AMAZING BRENTWOOD</b> ●●
2696 East Hastings St. Vancouver, BC V5K 1Z1 tel: 604.448.4807	216 – 450 Lansdowne St. Kamloops, BC V2C 1Y3 tel: 250.372.0028	1121 – 1920 Willingdon Ave. Burnaby, BC V5C 0K6 <b>OPENING IN 2025</b>
<b>08 – SURREY</b> ●	<b>36 – NANAIMO</b> ●	<b>61 – SUNNYCREST MALL – GIBSONS</b> ●
10348 King George Blvd. Surrey, BC V3T 2W5 tel: 604.448.4808	2 – 650 South Terminal Nanaimo, BC V9R 5E2 tel: 250.753.5566	1 – 900 Gibsons Way Gibsons, BC V0N 1V7 tel: 604.886.8720
<b>09 – GUILDFORD</b> ●	<b>37 – LADNER</b> ●	<b>67 – DRIFTWOOD MALL – COURTENAY</b> ●
2300 – 10355 152nd St. Surrey, BC V3R 7B9 tel: 604.448.4809	5237 48th Ave. Delta, BC V4K 1W4 tel: 604.448.4837	4000 – 2751 Cliffe Ave. Courtenay, BC V9N 2L8 tel: 250.703.2838
<b>10 – KERRISDALE STATION</b> ●	<b>39 – VERNON</b> ●	<b>70 – PENTICTON</b> ●
2091 West 42nd Ave. Vancouver, BC V6M 2B4 tel: 604.448.4810	700 – 4400 32nd St. Vernon, BC V1T 9H2 tel: 250.549.1551	165 – 2111 Main St. Penticton, BC V2A 6W6 tel: 250.492.4728
<b>11 – RICHMOND</b> ●●	<b>41 – CHILLIWACK</b> ●●	<b>71 – MARINE WAY &amp; BYRNE</b> ●
5971 No. 3 Rd. Richmond, BC V6X 2E3 tel: 604.448.4811	21 – 45585 Luckakuck Way Chilliwack, BC V2R 1A1 tel: 604.858.9347	7280 Market Crossing Burnaby, BC V5J 0A2 tel: 604.448.4871
<b>12 – KELOWNA</b> ●	<b>42 – WHITE ROCK</b> ●	<b>72 – NANAIMO NORTH TOWN CENTRE</b> ●
400 – 1950 Harvey Ave. Kelowna, BC V1Y 8J8 tel: 250.860.3331	100 – 15355 24th Ave. South Surrey, BC V4A 2H9 tel: 604.448.4842	175 – 4750 Rutherford Rd. Nanaimo, BC V9T 4K6 tel: 250.760.2030
<b>14 – VICTORIA</b> ●	<b>44 – PARK ROYAL NORTH</b> ●●	<b>73 – MARINER SQUARE</b> ●●
127 – 3995 Quadra St. Victoria, BC V8X 1J8 tel: 250.727.0246	875 Park Royal N. West Vancouver, BC V7T 1H9 tel: 604.448.4844	260 – 1400 Dogwood St. Campbell River, BC V9W 3A6 tel: 250.286.9917
<b>15 – COQUITLAM</b> ●●	<b>46 – COLWOOD</b> ●●	<b>74 – BROADWAY &amp; VINE</b> ●●●
1030 – 2929 Barnet Hwy. Coquitlam, BC V3B 5R5 tel: 604.448.4815	1907 Sooke Rd. Colwood, BC V9B 1V8 tel: 250.474.0900	2230 West Broadway Vancouver, BC V6K 2E3 tel: 604.448.4874
<b>16 – SEVENOAKS</b> ●	<b>47 – MAPLE RIDGE</b> ●●●	<b>75 – CLOVERDALE</b> ●
32900 South Fraser Way Abbotsford, BC V2S 5A1 tel: 604.852-0936	101 – 22709 Lougheed Hwy. Maple Ridge, BC V2X 2V5 tel: 604.448.4847	821 – 17685 64th Ave. Surrey, BC V3S 1Z2 tel: 604.448.4875
<b>17 – DELTA</b> ●	<b>50 – DAVIE STREET</b> ●	<b>76 – WESTBANK</b> ●
7303 120th Street Delta, BC V4C 6P5 tel: 604.448.4817	1650 Davie St. Vancouver, BC V6G 1V9 tel: 604.448.4850	2151 Louie Dr. Westbank, BC V4T 3E6 tel: 250.768.8504

● Postal Outlet ● Optical ● Insurance Service ● Medical Clinic

<b>77 – DUNCAN VILLAGE</b> ●	<b>81 – MORGAN CROSSING</b> ●	<b>88 – DUNBAR</b> ●
119 Trans Canada Hwy. Duncan, BC V9L 3P8 tel: 250.709.9910	130 – 15850 26th Ave. South Surrey, BC V3S 2N6 tel: 604.448.4881	4588 Dunbar St. Vancouver, BC V6S 2G6 tel: 604.448.4888
<b>78 – HASTINGS &amp; ABBOTT WOODWARDS</b> ●	<b>82 – OLYMPIC VILLAGE</b> ●	<b>90 – VANCOUVER HOUSE</b>
150 – 351 Abbott St. Vancouver, BC V6B 0G6 tel: 604.448.4878	1622 Salt St. Vancouver, BC V5Y 0E4 tel: 604.448.4882	1431 Continental St. Vancouver, BC V6Z 0G3 tel: 604.448.4890
<b>80 – GARIBALDI VILLAGE</b> ●	<b>85 – HIGH STREET MALL</b> ●	<b>100 – eCOMMERCE</b>
40282 Glenalder Place Squamish, BC V8B 0G2 tel: 604.898.8270	L110 – 3122 Mt Lehman Rd. Abbotsford, BC V2T 0C5 tel: 604.870.3585	12831 Horseshoe Place Richmond, BC V7A 4X5 tel: 604.272.7400

## Alberta: 21 Stores

<b>20 – SHERWOOD PARK</b>	<b>31 – LONDON TOWN SQUARE</b>	<b>48 – ST. ALBERT</b> ● ●
999 Fir St. Sherwood Park, AB T8A 4N5 tel: 780.944.4520	3545 32nd Ave. NE Calgary, AB T1Y 6M6 tel: 403.571.4931	232 - 375 St. Albert Trail St. Albert, AB T8N 3K8 tel: 780.944.4548
<b>21 – NORTH TOWN MALL</b>	<b>32 – LONDON PLACE WEST</b> ●	<b>57 – SOUTH EDMONTON COMMON</b>
120 – 9450 137th Ave. Edmonton, AB T5E 6C2 tel: 780.944.4521	300 - 5255 Richmond Rd. SW Calgary, AB T3E 7C4 tel: 403.571.4932	9704 19th Ave. NW Edmonton, AB T6N 1K5 tel: 780.944.4557
<b>22 – JASPER GATES</b>	<b>33 – BRENTWOOD VILLAGE MALL</b>	<b>60 – MEDICINE HAT</b>
14951 Stony Plain Rd. Edmonton, AB T5P 4W1 tel: 780.944.4522	3630 Brentwood Rd. NW Calgary, AB T2L 1K8 tel: 403.571.4933	104 – 3201 13th Ave. SE Medicine Hat, AB T1B 1E2 tel: 403.528.8360
<b>23 – LONDON CENTRE</b>	<b>34 – GRANDE PRAIRIE</b> ●	<b>64 – CALGARY SE</b> ●
1000 – 501 111th St. NW Edmonton, AB T6H 0K5 tel: 780.944.4523	10820 – 104B Ave., Grande Prairie AB. T8V 7L6 tel: 780.538.3700	4701 130th Ave. SE Calgary, AB T2Z 4J2 tel: 403.571.4964
<b>24 – RED DEER</b> ●	<b>38 – LETHBRIDGE TOWN SQUARE</b> ●	<b>68 – ROYAL OAK</b>
109 – 2004 50th Ave. Red Deer, AB T4R 3A2 tel: 403.342.5222	65 – 1240 2A Ave. N Lethbridge, AB T1H 0E4 tel: 403.320.8899	500 – 8888 Country Hills Blvd. NW Calgary, AB T3G 5T4 tel: 403.571.4968
<b>26 – WEST EDMONTON MALL</b>	<b>40 – BEDDINGTON</b> ●	<b>84 – AIRDRIE</b> ●
1494 – 8882 170th St. Edmonton, AB T5T 4M2 tel: 780.944.4526	400 - 8120 Beddington Blvd. NW Calgary, AB T3K 2A8 tel: 403.571.4940	804 Main St. SE Airdrie, AB T4B 3M1 tel: 587.775.0337
<b>30 – HERITAGE PLAZA</b>	<b>45 – OLIVER SQUARE WEST</b> ●	<b>91 – SHAWNESSY</b>
8330 MacLeod Trail SE Calgary, AB T2H 2V2 tel: 403.571.4930	11704 – 104th Ave. Edmonton, AB T5K 2T6 tel: 780.944.4545	325 Shawville Blvd. SE Calgary, AB T2Y 3H9 tel: 403.571.4991

## Saskatchewan: 5 Stores

<b>62 – SASKATOON</b>	<b>86 – GORDON &amp; LEWVAN</b> ●	<b>66 – ST. VITAL CENTRE</b>
2323 – 8th St. East Saskatoon, SK S7H 0V4 tel: 306.664.9500	4800 Gordon Rd. Regina, SK S4W 0B7 tel: 306.949.1986	23 C – 1225 St. Mary's Rd. Winnipeg, MB R2M 5E5 tel: 204.253.1650
<b>63 – REGINA EAST</b>	<b>751 – LAKESIDE</b>	<b>CF POLO PARK</b>
2072 Prince of Wales Dr. Regina, SK S4V 3A6 tel: 306.546.1617	110 – 215 Joseph Okemasis Dr. Saskatoon, SK S7N 3A8 tel: 639.804.5020 Pharmacy: 639.804.5015	Second level – 1485 Portage Ave. Winnipeg, MB R3G 0W4 <b>OPENING IN 2025</b>
<b>65 – LAWSON HEIGHTS</b>		
Unit B – 01 – 134 Primrose Dr. Saskatoon, SK S7K 5S6 tel: 306.975.0740		

## Manitoba: 2 Stores

<b>66 – ST. VITAL CENTRE</b>
23 C – 1225 St. Mary's Rd. Winnipeg, MB R2M 5E5 tel: 204.253.1650
<b>CF POLO PARK</b>
Second level – 1485 Portage Ave. Winnipeg, MB R3G 0W4 <b>OPENING IN 2025</b>

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