



**27 February 2026**

Dear Valued Ringpharm Partner,

As we continue advancing independent pharmacy, Ringpharm's zero-franchise-fee model remains one of the strongest offerings in the industry. The absence of franchise fees, branding costs, and hidden charges is not incidental - it is sustained by our collective strength and disciplined execution.

To protect and grow this model, Support Compliance is essential.

Our procurement team negotiates national agreements and preferential terms with key manufacturers on behalf of the group. For these agreements to remain credible - and for us to secure even stronger initiatives in the future - accurate reporting to manufacturers and consolidated purchasing are critical.

When purchasing is fragmented, our collective buying power is diluted. This weakens reporting integrity, limits our negotiating leverage, and ultimately impacts our ability to secure the best possible deals - both now and in future negotiations.

To preserve our negotiating strength and ensure effective manufacturer reporting, all manufacturer support for Ring-negotiated suppliers must be defaulted to our supply partner, City Medical Wholesalers.

Centralised procurement through City Medical Wholesalers ensures:

- Accurate and credible manufacturer reporting
- Protection of our collective buying power
- Stronger negotiating leverage and future deal-making capacity

Furthermore, our upcoming RingCare software platform is designed to operate within a structured and compliant supply framework. Centralised procurement will enable RingCare to deliver:

- Medical aid compliance
- Optimised product selection
- Improved profitability through smarter stock management

Effective **1 March 2026**, all manufacturer purchases for Ring-negotiated suppliers are to be directed to City Medical Wholesalers.

In the rare instance of temporary stock shortages, alternative procurement will be permitted to ensure business continuity.

By strengthening support compliance, we safeguard not only today's advantages; but the long-term future of independent pharmacy within the Ringpharm network.

Yours in partnership,

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that little bit extra