

Reference letter

Ms. Sofia Held, born 24 August 2001, was employed by our company from 1 June 2023 to 20 September 2023, as **Intern, HR/People Development**.

SHOP APOTHEKE EUROPE is the leading and fastest-growing online pharmacy in Europe, currently operating in Germany, Austria, France, Belgium, Italy, the Netherlands and Switzerland. Headquartered in the Dutch logistics hub of Sevenum near Venlo with locations in Cologne, Berlin, Munich, Tongeren, Warsaw, Milan, Lille and Eindhoven, SHOP APOTHEKE EUROPE offers its customers a broad range of more than 150,000 products at attractive prices: OTC, beauty and personal care products, prescription drugs, high quality natural food and health products, low carb products and sports nutrition as well as other healthcare-related assortments. Currently, around 10 million active customers trust SHOP APOTHEKE EUROPE.

Ms. Held's employment encompassed the following tasks and responsibilities:

- **Supporting Leadership Workshops:**
 - Creating exercises and materials for leadership workshops.
 - Contacting workshop participants and addressing their inquiries.
 - Assisting in the smooth organization and execution of leadership development sessions.
- **Online Learning Platform Enhancement:**
 - Promoting the company's online learning platform to boost user adoption.
 - Contributing to roll-out and user engagement strategy.
- **Performance Measurement Research:**
 - Conducting research on various methods of measuring employee performance.
 - Providing insights and recommendations on performance measurement strategies.
- **Learning Organization Research:**
 - Conducting research on how to become a Learning Organization.
- **Design PowerPoint Presentations:**
 - Designing visually appealing PowerPoint presentations to convey complex information effectively.

Sitz der Apotheke:
SHOP APOTHEKE EUROPE N.V., Dirk Hartogweg 14, NL-5928 LV Venlo
Deutsche Postanschrift:
SHOP APOTHEKE, Postfach 410118, D-41241 Mönchengladbach

Geschäftsführer:
Stefan Feltens, Stephan Weber, Jasper Eenhorst,
Theresa Holler, Marc Fischer
K.v.K. Venlo 63986981, BTW-Nr.: NL8554.77.349.B01

Bankverbindung:
SHOP-APOTHEKE EUROPE N.V., Deutsche Bank AG
IBAN DE98 6647 0035 0078 8091 00, BIC DEUTDE6F664

Service-Tel.: 0800 – 200 800 300
(Kostenlos aus dem deutschen Fest-/Mobilnetz. Mo.-Sa. 8-20 Uhr)

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Ms. Held has a very good technical knowledge that she leveraged to fulfil her tasks consistently and successfully. Even in situations where she had a heavy workload, Ms. Held proved herself to be a very resilient member of staff.

Ms. Held demonstrated a high level of commitment and initiative during her time at the company. Thanks to her responsibly and creative working style, she was able to meet all deadlines and always remained focused on the most critical elements. Above all, her flexibility and the speed at which she worked were impressive. The overall high quality of work also impressed us, and she completed the tasks assigned to her to our utmost satisfaction.

Ms. Held always behaved in an exemplary and flawless manner towards her superiors, colleagues and our business partners. She built up a network in the company very quickly, approached colleagues proactively and she met everyone with her friendly and warm-hearted personality.

Ms. Held leaves our company after the expiry of the agreed period. We are grateful to Ms. Held for her consistently great work, and wish her the greatest success in the future, both on a professional and personal level.

Cologne, 20.09.2023



Franziska Ziegler
Associate Director, Human Resources

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