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Introduction

Throughout our 160-year history, Boots UK has demonstrated an ongoing commitment to operating as a socially responsible business, recognising the active role we can play in helping to build healthy and more sustainable communities. Why? Because it really does matter and it makes a big difference.

Today, issues such as long-term chronic conditions, an ageing population, youth unemployment, a need to improve the vitality of many high streets and town centres, climate change, and resource scarcity are just a few of the many opportunities and challenges that we face.

As the UK’s largest pharmacy-led health and beauty retailer, we’re in the privileged position of being at the heart of most UK communities and millions of customers’ lives, every day. So it’s vitally important that we seize every opportunity to bring to life our response to these issues through our everyday business operations.

Caring for our customers, patients and colleagues is, quite simply, at the heart of who we are and what we do – making a sustainable difference every day.

About this report

Inside this short annual summary update, we do hope that you’ll see how our strategic partnership with Macmillan Cancer Support is providing local, accessible cancer information, advice and support, and is helping to drive new, innovative approaches to local community healthcare. How our action through partnership is helping to improve the vitality of local high streets and why we’ve won some sustainable business awards as we continue to reduce our environmental impacts. Finally, you’ll get an insight into how our Work Inspiration programmes and partnership with BBC Children in Need are helping to make a real difference to young people’s lives.

And, of course, there’s a lot more information about our activities at boots.com/csr

“Our commitment to developing and growing our global brands in a sustainable way is a core component of exemplary customer care. It’s why, when you’re buying any of your favourite Boots brands, you’re buying so much more than just a great product.”

More information available at boots.com/csr
We believe we can play a valuable role in the nation’s health and wellbeing by making our expertise and support widely available – not just through our stores, but wherever we can, helping to build healthier, happier communities.
Our ambition to be the recognised champion of healthy high streets and healthy communities wherever we operate is critically important – not only for us as a business, but as part of a wider global community.

We want to make a real and tangible impact on the lives of people and communities where our customers and colleagues live and work, by using our healthcare and beauty expertise. We can’t do this alone, which is why we’re so passionate about our work through our strategic, long-term CSR partnerships – we know we can make a difference to improving health and wellbeing in the local communities we serve.

Our significant customer reach and unique place at the heart of UK communities means that we’re able to provide convenient customer and patient access to valuable patient-led cancer care through our partnership with Macmillan Cancer Support, alongside our full range of healthcare advice and services. In this way, our pharmacy-led approach to local healthcare is demonstrated not only through our overarching ambition to champion everyone’s right to feel good, but by delivering active care through our Boots Macmillan Information Pharmacists, for example.

Similarly, we’re working through our strategic charity partnerships to create and deliver local opportunities for young people in their communities throughout the UK. Underpinning all this activity is the knowledge that we need to have healthy, vibrant communities and town centres to drive success, which is why we commit time and resource to our work with the Future High Streets Forum and Business in the Community’s (BITC) High Street Champions initiative.

We believe that aligning our community leadership ambitions to our business purpose, and ensuring full integration within our business strategy is the key to sustainable success.
At Boots UK, our commitment to delivering patient-led cancer care comes to life through our partnership with Macmillan Cancer Support.

Together, we’re uniquely positioned to provide accessible and convenient support, advice and information to people affected by cancer across the UK. By improving access and connecting people to Macmillan information in Boots stores, we’re supporting them, and their loved ones, at every stage of their cancer journey, all within a trusted and familiar environment to help ensure no one faces cancer alone.

Through our combined expertise, we’re delivering innovative services and localised support in communities in the form of more than 1,850 Boots Macmillan Information Pharmacists, who are able to support people affected by cancer with advice and information. In addition, our Boots Macmillan Beauty Advisors role, launched in September 2013, means we have over 200 No7 Advisors who can offer an accessible, flexible, professional service to help people regain their confidence and feel more like themselves. In the last four years, the partnership has raised over £9 million to support the fight against cancer.

Healthy high streets

Our commitment to healthy high streets and the regeneration of the UK’s town centres is about creating a real difference at a local level through developing local partnerships, and providing access to business expertise, practical support and resources.

We’ve already supported 15 Business in the Community (BITC) High Street Champion pilots this financial year alone and, at the year end, Managing Director Simon Roberts was appointed co-chair of the UK Government’s Future High Streets Forum. It’s with these partnerships that we’ll continue to further develop initiatives that have a positive impact and build vibrant communities by stimulating local economies and creating jobs – shaping a new contract between our business and society.
Supporting young people

We’re continuing to build on the impact we’re making at a local level, especially through our work with young people and BBC Children in Need.

By creating local community opportunities and taking a localised approach to supporting young people where and when they need it most, we’ve been able to help BBC Children in Need achieve a great deal during our 10-year partnership. However, there are thousands of children who still need support.

We’ve a vision to help young people in the UK reach their full potential and Boots has the expertise, reach and desire amongst colleagues to support and make a difference to the lives of young people on our doorstep. As part of our commitment to supporting young people, to drive our strategic plan for inclusion and diversity, and to support those in hard-to-reach communities, we’ve been measuring our progress through Business in the Community’s (BITC) Opportunity Now and Race For Opportunity benchmarks.

We continue to support youth employability with a variety of programmes, including inspirational work experience and apprenticeships. Our Work Inspiration initiative was recently awarded a BITC Big Tick for ‘Inspiring Young Talent’, supporting over 3,000 young people with valuable work experience opportunities in 2013/14. We continue to work with our partners to help change the lives of young people in the communities where we live and work across the UK.

Over £1 million raised, helping BBC Children in Need to support 450,000 children in 2013 alone

Information stated as at 31 March 2014

More information available at boots.com/csr
Sneinton Play Centre
community active day

The Boots UK leadership team, led by Simon Roberts (Managing Director, Health & Beauty UK & Republic of Ireland), supported a local Nottingham children’s centre.

The project provided a variety of exciting and stimulating activities for children aged 4+, including physical play opportunities for children living in an area of high deprivation.

Our leadership team overhauled the garden, refurbished communal rooms, and organised a ‘Pudsey Party’ at the community centre for over 25 families, which included a children’s disco, face painting and a special guest appearance by Pudsey.

A very North adventure

Over three days, colleagues in our North Division completed three volunteering challenges for BBC Children in Need community projects in Kilmarnock, Manchester and Hull. Colleagues painted walls and murals, weeded and planted, and even produced a song!

Inspired
£91,000

to be raised by colleagues in our North Division during the year

More information available at boots.com/csr
Climate change affects everything around us, so we’re responsible for doing all we can to become a more environmentally-friendly and sustainable business
We’re continually looking for ways to reduce our impact on the environment to ensure we’re leaving a better, brighter and cleaner future for the next generation.

Our approach to reducing carbon emissions has moved at a pace this year with the start of a major chiller replacement programme. This will involve the installation of over 2,500 new food and drinks refrigeration cabinets and related refrigeration equipment in around 780 stores across the UK.

The replacement chillers are 40% more energy efficient, helping to reduce food waste through better temperature controls, and are easier and less expensive to maintain.

We see this as an important step forward in reducing energy consumption in Boots UK stores, while improving our food offer for customers.

By the end of the financial year, more than 19,000 colleagues had completed the programme’s eLearning module.

In October 2013, we held our annual energy week in the Boots UK Support Office. This included providing an energy bar desk drop (sponsored by Scottish and Southern Energy) for colleagues who switched off their desktop appliances, as a reward for their positive actions.

In 2013/14, we reduced our total carbon dioxide (CO₂) emissions from energy consumption by 13.5 thousand tonnes (7%), compared to the previous year. This figure excludes the additional benefit of being supplied with 100% green (low carbon) electricity in all Boots UK buildings in Great Britain, with the exception of power generated on the Nottingham Support Office site and landlord supplies.

In April 2013, our ongoing, positive approach to effective energy and carbon management was rewarded by re-accreditation by the Carbon Trust Standard for a further two years.

Having launched our colleague engagement programme in the previous year, we expanded it from 300 to our largest 1,250 stores, which account for around 80% of our stores’ energy consumption.

...and 2,800 tonnes (21%) less waste to landfill

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As the UK’s largest pharmacy-led health and beauty retailer, we aim to ensure that our products and services are the very best they can be, treating our customers, colleagues and business partners fairly and with integrity in everything that we do.
Every product and every supply chain can have different impacts at different stages in the product life cycle – from concept and design, through to customer use and final disposal of the packaging and waste product.

Embedded within all the usual product development decisions, we ensure that a whole-life, holistic approach is taken towards product sustainability, embracing the complete product life cycle and improving the sustainability performance of our products and delivering measurable improvements in line with customer expectations.

In October 2013, we launched our new Goods Not For Resale Responsible Sourcing supplier assurance programme. Our Alliance Boots Asian sourcing office operation based in Hong Kong won an import and export Trade Award for Environmental Excellence in early 2014.

In September 2013, our boots.com order fulfilment operation installed new equipment that removed the need for cardboard wedges in customer delivery outers, with a predicted annual saving of more than 150 tonnes of cardboard.

We are acknowledged by WWF as one of the retail sector international leaders in their Sustainable Palm Oil Buyers Scorecard report, with similar positive acknowledgement from the Carbon Disclosure Project Global Forests Programme.

Our product sustainability activity has won a Guardian Sustainable Business award.

Boots UK was the only retailer to have joined the Government’s Circular Economy Task Force in July 2012. This partnership between government and business addresses resource opportunities and concerns, disseminates leadership thinking, and provides a forum for policy innovation.

Business in the Community Big Tick awarded for Sustainable Products and Services.

Boots UK initiated a joint pathfinder project with INCPEN and WRAP to understand the causes of and ways to reduce unintentional product waste.

Our Botanics range, developed in conjunction with the Royal Botanic Gardens, Kew, leads the way in applying and testing our sustainable products processes.

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Workplace

Our colleagues are amazing, providing brilliant care for our customers, patients and local communities. We’re committed to developing and retaining the very best people from all backgrounds, and helping them to have happy, healthy, fulfilling careers.

More information available at boots.com/csr
Workplace

We try to make a positive contribution to the health and wellbeing of our people by creating a healthy culture and actively engaging and supporting healthy choices.

Our colleagues and the care that they give to our customers is one of the main reasons for our success. To deliver the very best customer care, we need to ensure we have the very best teams in place, and their health and wellbeing is vital to this success.

As part of this engagement, we launched two editions of our new “Let’s Make It Happen” booklet during 2013/14 for all our colleagues. The booklets contained some great colleague offers and information on existing health products and services such as flu vaccines, cancer services, the Boots Smokeless Plan and eye health, to name but a few.

In addition, our Boots Employee Assistance Programme continued to provide the same high quality and confidential counselling, information, and wellbeing support services to help address issues affecting our colleagues’ personal lives, work lives, health and wellbeing, and to help them prepare for future work and life changes.

As part of our ongoing commitment to Business in the Community’s (BITC) Workwell campaign, we continued to help further develop the Workwell Public Reporting Benchmark, which allows companies to measure their performance and report on wellbeing and engagement against BITC’s best practice framework – the Workwell Public Reporting Guidelines.

“We are primarily comrades – and close comrades, moreover – in business; and this is no mean tie, for business, claiming as it does so much of our time and talents, is a highly important feature in our lives... If our labour is nothing to us but a means of procuring bread and butter, then our lives must be a poor thankless round of dull task work... while we are primarily business associates, our mutual interests are by no means restricted to business in any limited sense. Fellowship in recreation, fellowship in ideals, common hopes, common sympathies, and common humanity bind us together; and whatever fosters this happy union is valuable.”

Jesse Boot, 1919

More information available at boots.com/csr
Our progress

How we performed against our targets in 2013/14

Information stated as at 31 March 2014
Our progress in 2013/14

Community

1. Continue to deliver our strategic partnership with Macmillan Cancer Support, providing accessible cancer information and advice to our customers. **Achieved** Boots UK community activities helped raise over £2.7 million for Macmillan Cancer Support. During the first four years of the partnership, £9.0 million has been raised through the efforts of thousands of Boots UK employees and customers.

2. Continue to develop the Boots Macmillan Information Pharmacist role by providing ongoing, professional training and by linking with local Macmillan services to become part of the local cancer network. **Achieved** As at 31 March 2014, more than 1,850 Pharmacists had completed training to be a Boots Macmillan Information Pharmacist.

3. Develop and launch the Boots Macmillan Beauty Advisor Role – working specifically with No7 – to support people with the visible side effects of cancer treatment. **Achieved** At the end of the year, more than 200 colleagues were fully-trained Boots Macmillan Beauty advisors.

4. Provide £250,000 financial support to Nottinghamshire charities and voluntary organisations through the Boots Charitable Trust. **Achieved** Boots UK donated £250,000 to the Boots Charitable Trust. The trust funded 40 projects during 2013/14, benefiting Nottinghamshire communities.

5. Deliver our 10th year of support for BBC Children in Need. **Achieved** In our 10th year of supporting BBC Children in Need, we helped raise over £1 million, bringing the cumulative total to £6.5 million. Together with BBC Children in Need, we’re working to help change the lives of disadvantaged children and young people both in our local communities and across the UK.

More information available at boots.com/csr

Information stated as at 31 March 2014
Our progress in 2013/14

Community

How our £3.9 million community contribution is valued, according to LBG guidelines

How we contributed

<table>
<thead>
<tr>
<th>Type</th>
<th>2013/14 £million</th>
<th>2012/13 £million</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Charitable</td>
<td>0.8</td>
<td>0.8</td>
</tr>
<tr>
<td>Other</td>
<td>0.2</td>
<td>0.2</td>
</tr>
<tr>
<td>Total</td>
<td>1.0</td>
<td>1.0</td>
</tr>
<tr>
<td>Non-cash donations</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employee time</td>
<td>2.0</td>
<td>1.5</td>
</tr>
<tr>
<td>In kind donations</td>
<td>0.5</td>
<td>0.6</td>
</tr>
<tr>
<td>Management costs</td>
<td>0.4</td>
<td>0.4</td>
</tr>
<tr>
<td>Total</td>
<td>3.9</td>
<td>3.5</td>
</tr>
</tbody>
</table>

What we supported

<table>
<thead>
<tr>
<th>Category</th>
<th>2013/14 £million</th>
<th>2012/13 £million</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health</td>
<td>2.3</td>
<td>2.2</td>
</tr>
<tr>
<td>Education</td>
<td>0.7</td>
<td>0.6</td>
</tr>
<tr>
<td>Social welfare</td>
<td>0.5</td>
<td>0.5</td>
</tr>
<tr>
<td>Other</td>
<td>0.4</td>
<td>0.2</td>
</tr>
<tr>
<td>Total</td>
<td>3.9</td>
<td>3.5</td>
</tr>
</tbody>
</table>

Where we contributed

<table>
<thead>
<tr>
<th>Region</th>
<th>2013/14 £million</th>
<th>2012/13 £million</th>
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</thead>
<tbody>
<tr>
<td>Local</td>
<td>1.0</td>
<td>0.8</td>
</tr>
<tr>
<td>National</td>
<td>2.6</td>
<td>2.6</td>
</tr>
<tr>
<td>International</td>
<td>0.3</td>
<td>0.1</td>
</tr>
<tr>
<td>Total</td>
<td>3.9</td>
<td>3.5</td>
</tr>
</tbody>
</table>

How our £3.9 million community contribution is valued, according to LBG guidelines

- **Cash donations**
  - Charitable: 0.8 £million
  - Other: 0.2 £million
  - Total: 1.0 £million
- **Non-cash donations**
  - Employee time: 2.0 £million
  - In kind donations: 0.5 £million
  - Management costs: 0.4 £million
  - Total: 3.9 £million

Non-cash donations: 74%

Cash: 26%

Education: 18%

Social welfare: 14%

Health: 58%

National: 67%

Local: 26%

International: 7%

Information stated as at 31 March 2014

More information available at boots.com/csr
Our progress in 2013/14

Environment

1. As part of our commitment to The Prince's Mayday Network, we aim to reduce the carbon footprint of Boots stores* by 30% by 2020, compared to 2005.
   **Ongoing** We are making good progress towards our long-term target. At the end of March 2014, we had achieved 23.7% compared to 2005/06.

2. Further reduce the like-for-like carbon footprint of our stores by 10% by March 2014 from a 2010/11 baseline.
   **Achieved** We have achieved a 15.4% reduction against the baseline.

3. Further reduce the like-for-like carbon dioxide emissions from our commercial transport operations by 10% by March 2017 from a 2011/12 baseline.
   **Ongoing** Activities continue to deliver carbon efficiencies. Target to be reviewed following extensive outsourcing of commercial transport operations. We will report the result of this review next year.

4. All Boots brand products containing palm oil and close derivative ingredients will support sustainable sourcing practices through the interim purchase of GreenPalm certificates, moving to independently Certified Sustainable Palm Oil (CSPO) by 2014.
   **Ongoing** GreenPalm certificates continue to be purchased to cover our use of palm oil and close derivative ingredients. By 31 March 2014, 42.6% of palm oil declared as an ingredient in Boots brand products was from physically certified supply chains. We remain on track to achieve our target.

5. By 2016, all solid wood and paper used in Boots UK products and Goods Not For Resale will be from Forest Stewardship Council (FSC) certified sources, or use recycled materials.
   **Ongoing** Our progress continues to be verified by WWF-GFTN (Global Forest & Trade Network) and published on our website. During 2013/14, the percentage of materials from credibly certified and recycled sources decreased to 53% from 72% in 2012/13. This temporary situation was due to consolidation of paper sourcing within Alliance Boots Group, although all paper remained Source Verified with Chain of Custody in place. Going forward, our paper sourcing has been upgraded to credibly certified status, putting us back on track to meet this target.

*Boots legacy stores prior to the 2006 merger between Boots Group PLC and Alliance Unichem PLC, and still trading

More information available at boots.com/csr
Our progress in 2013/14

Environment

Energy use in buildings (absolute GWh)

<table>
<thead>
<tr>
<th>Year</th>
<th>2009/10</th>
<th>2010/11</th>
<th>2011/12</th>
<th>2012/13</th>
<th>2013/14</th>
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<tr>
<td>2009/10</td>
<td>516</td>
<td>525</td>
<td>498</td>
<td>480</td>
<td>474</td>
</tr>
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</table>

Total CO₂ emissions ('000 tonnes)

<table>
<thead>
<tr>
<th>Year</th>
<th>2009/10</th>
<th>2010/11</th>
<th>2011/12</th>
<th>2012/13</th>
<th>2013/14</th>
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</thead>
<tbody>
<tr>
<td>2009/10</td>
<td>252</td>
<td>255</td>
<td>229</td>
<td>230</td>
<td>216</td>
</tr>
</tbody>
</table>

Total CO₂ emissions by source

- **Energy**: 80%
- **Product delivery**: 16%
- **Business travel**: 4%

<table>
<thead>
<tr>
<th>Source</th>
<th>2013/14</th>
</tr>
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<tbody>
<tr>
<td>Energy</td>
<td>173.1</td>
</tr>
<tr>
<td>Product delivery</td>
<td>34.8</td>
</tr>
<tr>
<td>Business travel</td>
<td>7.9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>215.8</strong></td>
</tr>
</tbody>
</table>

Previous years restated in line with changes by Defra to the conversion factors for electricity.

More information available at boots.com/csr
Our progress in 2013/14

Environment

Total waste (tonnes)

<table>
<thead>
<tr>
<th>Year</th>
<th>Landfill (tonnes)</th>
<th>Recycled/Incinerated (tonnes)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009/10</td>
<td>20,567</td>
<td>24,894</td>
</tr>
<tr>
<td>2010/11</td>
<td>19,769</td>
<td>25,107</td>
</tr>
<tr>
<td>2011/12</td>
<td>15,487</td>
<td>26,465</td>
</tr>
<tr>
<td>2012/13</td>
<td>13,049</td>
<td>27,361</td>
</tr>
<tr>
<td>2013/14</td>
<td>10,269</td>
<td>28,328</td>
</tr>
</tbody>
</table>

Waste and recycling %

<table>
<thead>
<tr>
<th>Year</th>
<th>Total incineration</th>
<th>Total landfill</th>
<th>Total recycled</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009/10</td>
<td>14%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2010/11</td>
<td></td>
<td>27%</td>
<td></td>
</tr>
<tr>
<td>2011/12</td>
<td></td>
<td></td>
<td>59%</td>
</tr>
<tr>
<td>2012/13</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2013/14</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Environmental incidents

- **Zero environmental incidents**

Information stated as at 31 March 2014

More information available at boots.com/csr
Our progress in 2013/14

1. Continue to improve the sustainability performance of our products and deliver measurable improvements in line with customer expectations.
   
   **Achieved** We continued to use our product sustainability assessment process to make improvements to our brands. In recognition of the effectiveness of our holistic approach to continually improving the sustainability performance of our products, Boots UK won The Guardian’s Natural Capital award at The Guardian Sustainable Business Awards 2014. We were also awarded Big Tick status by Business in the Community (BITC) in their Sustainable Products and Services category.

2. Work with external bodies across the UK (including the Retail Forum and BITC) to support the growing focus on town centres, recognising their role in providing community cohesion and identity.
   
   **Achieved** We continued our commitment to building healthy communities and supporting healthy high streets. During the year we further increased our support for both the government led Future High Street Forum and a new BITC campaign. Two full-time Boots UK secondees worked with BITC and local authorities on joint projects. At the end of the year, Managing Director Simon Roberts was appointed co-chair of the Future High Streets Forum, replacing the previous co-chair Alex Gourlay. We also took up a lead role on the Future High Street Forum communications group.

3. Continue to work with the Department of Health and the British Retail Consortium to support and implement the public health agenda.
   
   **Achieved** As part of our ongoing commitment we publicly reported our progress on salt reduction during 2013/14. Six of the nine product categories reported (67%) met all the targets and we achieved an 8.3% year-on-year reduction in the salt content of sandwiches with high salt fillings and an 11.8% reduction in the salt content of sandwiches without high salt fillings.
Drive our strategic plan for inclusion and diversity, measuring our progress through Business in the Community’s (BITC) Opportunity Now and Race For Opportunity benchmarks.

**Ongoing** We continue to use the outputs of the BITC benchmark to make incremental changes.

Continue to support youth employability, providing inspirational work experience and apprenticeships, as well as proactively recruiting people from disadvantaged groups (ex-offenders, ex-care home, homeless and ex-military for example), supporting them in sustaining work in-house or elsewhere.

**Achieved** We continue to support young people, including those from more disadvantaged backgrounds.

Further strengthen our safety culture across the organisation and monitor it using our Primary Authority for Safety, and develop new Primary Authority schemes for both Food Safety and Fire Safety.

**Achieved** Phase 2 of our retail safety climate improvement plan was agreed during the year. The plan was created in response to a Health and Safety Laboratory survey (conducted across stores in June 2013), and a colleague consultation. We’ve also continued to review our performance on a regular basis with our Primary Authority for Safety, The Highlands Council. Discussions on the formation of a Fire Safety Primary Authority have developed in response to planned legislative change in April 2014 (to allow fire partnerships to be created). Food Safety Primary Authority arrangements were made with Rushcliffe Borough Council, going live in April 2014.

Continue to make a positive contribution to the health and wellbeing of our people and the success of the company by creating a health-promoting culture, actively engaging and supporting our people to make healthy choices.

**Achieved** We continued to offer a range of benefits to colleagues linked to our healthcare expertise, including producing two editions of our ‘Let’s Make it Happen’ booklets, containing ideas on improving health and wellbeing for colleagues. We also provided opportunities in 2013 and 2014 for colleagues to join our cycle-to-work scheme.
As at 31 March 2014, we employed around 60,000 people

### Employees by gender

<table>
<thead>
<tr>
<th></th>
<th>2013/14</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Women</td>
<td>79%</td>
<td>79%</td>
</tr>
<tr>
<td>Men</td>
<td>21%</td>
<td>21%</td>
</tr>
</tbody>
</table>

### Employee absence rate due to illness

<table>
<thead>
<tr>
<th></th>
<th>2013/14</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Absence rate</td>
<td>2.6%</td>
<td>2.6%</td>
</tr>
</tbody>
</table>

### Employee retention

<table>
<thead>
<tr>
<th></th>
<th>2013/14</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working for us for &gt;1 year</td>
<td>86%</td>
<td>86%</td>
</tr>
<tr>
<td>Working for us for &gt;5 years</td>
<td>57%</td>
<td>55%</td>
</tr>
</tbody>
</table>

### Accidents

<table>
<thead>
<tr>
<th></th>
<th>2013/14</th>
<th>2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees: work-related fatalities</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Employees: work-related major accidents</td>
<td>55</td>
<td>45</td>
</tr>
<tr>
<td>Employees: work-related greater than three day lost time accidents</td>
<td>223</td>
<td>314</td>
</tr>
</tbody>
</table>
Our ambitions
2014/15

Information stated as at 31 March 2014
Our ambitions 2014/15

Community

Deliver our 11th year of support for BBC Children in Need, including fundraising with the support of our colleagues and customers, the development and implementation of a community engagement programme, and piloting a local “team challenge” approach supported through our stores.

Continue to deliver our strategic partnership with Macmillan Cancer Support, providing accessible cancer information and advice to our customers in every community across the UK, with a focus on the continued development of our Pharmacy and Beauty expertise.

Work with external bodies across the UK, including the Future High Streets Forum and Business in the Community (BITC) to support the growing focus on town centres, recognising their role in providing community cohesion and identity.

Provide £250,000 financial support to Nottinghamshire charities and voluntary organisations through the Boots Charitable Trust.

More information available at boots.com/csr
**Our ambitions 2014/15**

**Environment**

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**As part of our commitment to The Prince’s Mayday Network, reduce the carbon footprint of Boots stores** by

- **30%** by 2020 compared to 2005

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**Reduce waste disposed to landfill by another**

- **20%** by March 2018 compared to 2012/13

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**Further reduce total waste disposed by another**

- **10%** by March 2018 compared to 2012/13

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**Trial electric vehicles**

as part of our local Pharmacy Delivery and Collection van fleet to investigate business and environmental benefits and operational challenges

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*Boots legacy stores prior to the 2006 merger between Boots Group PLC and Alliance Unichem PLC, and still trading*
All Boots brand products containing palm oil as a listed ingredient will contain independently Certified Sustainable Palm Oil (CSPO) by the end of 2014. Close derivative ingredients will support sustainable sourcing practices through the interim purchase of GreenPalm certificates while progressively moving to CSPO.

Continue to improve the sustainability performance of our products and deliver measurable improvements in line with customer expectations.

Reach and maintain 75% credibly certified or recycled wood, pulp and paper in products and Goods Not For Resale (GNFR) by 2016 in line with our commitment to WWF Global Forest & Trade Network (GFTN), with a longer term ambition to reach 100%.

Continue to work with the Department of Health and the British Retail Consortium to support and implement the public health agenda.

Information stated as at 31 March 2014.
Our ambitions 2014/15

Workplace

Continue to support youth employability, providing inspirational work experience and apprenticeships as well as proactively recruiting people from disadvantaged groups (eg. ex-offenders, ex-care home, homeless and ex-military), supporting them in sustaining work in-house or elsewhere.

Continue to make a positive contribution to the health and wellbeing of our people and the success of the company by creating a health-promoting culture which actively engages and supports our people to make healthy choices.

Continue to strengthen our safety culture across the organisation and monitor using our Primary Authorities for Safety.

More information available at boots.com/csr

Information stated as at 31 March 2014
Our approach

Driving our ambitions and plans forward

More information available at boots.com/csr
Our CSR mission and purpose

To be the UK’s most socially responsible pharmacy-led health and beauty retailer

We’ll do this by improving the health of our customers and their communities, protecting the environment, and leading the development of sustainable products, placing our customers and colleagues at the heart of our business.

How?
We work together with our stakeholders to make progress and tackle critical issues such as:

- Climate change
- The increasing pressure on natural resources
- Youth unemployment
- Town centre management

We continually talk to our extensive network of key stakeholders to make sure our strategy is appropriately shaped within a well-established, best practice scorecard model for CSR management. The scorecard model drives effective management in four key areas:

- Community
- Environment
- Marketplace
- Workplace

Each area of activity listed within the scorecard has a long-term plan which details core actions, targets and milestones, against which performance is monitored and reported.

We regularly review the issues that make up our scorecard to make sure they reflect current thinking, meet the needs of our stakeholders and are fully in line with business strategy, as well as ensuring our efforts meet with Alliance Boots’ overall priorities. Finally, we report our progress to the Boots UK executive team and to the Alliance Boots Social Responsibilities Committee.

Socially, ethically and morally, we work hard to ensure that when you’re buying your favourite brands from Boots, you know we’re about more than just great products.
For more information visit

boots.com/csr