

Q2 financial and operational highlights

BOOTS AT A GLANCE

Boots is the UK's number one health and beauty retailer

ABOUT US

- Founded in 1849 with its headquarters in Nottingham, UK
- Part of Walgreens Boots Alliance's International segment
- CEO: Sebastian James (since 2018)
- Over 85% of the UK population is within 10 minutes of a Boots store



TEAM MEMBERS

- Total team members: 51,000+
- Pharmacists: 5,370
- Boots Beauty Specialists: 1,000+



STORE FOOTPRINT BREAKDOWN

- Total number of stores - 2,263
of which 2,141 have a pharmacy



37
Flagships



46
Travel Stores



150
Edge of Town/
Retail Parks



1,119
High Street/
Town Centres



911
Local Pharmacies

- Majority leasehold
- Average time of leases still to run: 5 years
- Over 100 reinvented Beauty Halls including 30 in new smaller format
- 22 new stores opened in 2021 and 2022 (including three new stores that opened in Q2)



KEY PERFORMANCE STATISTICS

- Boots delivered strong pandemic bounce back as successful transformation continues
- Boots UK sales grew 15.2% and comparable retail sales increased 22% with market share gains across all categories, led by Beauty
- Increased footfall across Boots stores, up approximately 52% versus prior year
- Continued strength in basket size, up 15% compared to pre-Covid levels
- Boots.com continued to perform well, with digital sales up 60% versus pre-Covid levels
- Boots.com sales now account for more than 15% of Boots total retail sales with an increasing proportion coming from the Boots mobile app



HEALTHCARE

- Boots provides dispensing and essential healthcare services on behalf of the NHS
- Number of pharmacy contracts: 2,141
- Number of items dispensed per week: 3.76 million on average
- Services carried out on behalf of the NHS include Covid-19 and flu vaccinations
- Boots Online Health Hub gives visitors to boots.com access to digital healthcare solutions
- In Q2, Boots launched on-demand mental health services, including Boots Online Doctor Depression & Anxiety Treatment, offering a GP consultation followed by a tailored treatment and support plan and, if appropriate, prescription medicine



BOOTS.COM AND OMNICHANNEL OFFERING

- UK's number one health and beauty website
- Boots.com sales in Q2 almost doubled versus pre-Covid levels
- Average visitors to boots.com up 56% per month, based on pre-Covid numbers
- 14.6m active Boots Advantage Card members
- In 2021, a trial partnership launched with Deliveroo, now delivering over 700 health, beauty and gifting products in as little as 20 minutes from 14 pilot stores. Further store roll out due across the remainder of 21/22.
- Next Day Click & Collect available at over 1,600 Boots stores
- Boots.com now operates plastic-free deliveries*



BEAUTY

- Boots is the No.1 high street and online beauty destination in the UK, with 68 new and iconic beauty brands introduced in the past two years
- In Q2 we focussed on mass cosmetics, launching Revolution and the 17 cosmetics range with a brand-new look and over 170 newly-formulated vegan beauty products with prices starting from just £2
- Home to over 500 beauty brands in-store and online (MAC, NARS, Fenty Beauty and Kylie Cosmetics)
- Growing market share for both premium make-up and premium skincare
- Boots is transforming its instore beauty experience, with over 100 new Beauty Hall Stores
- Our 641 Boots Macmillan Beauty Advisors offer beauty support and advice in store to customers living with cancer

*Aside from 0.2% of orders. These orders are packed in bioplastic, a compostable starch-based material which is sustainably created whilst also being durable enough for large items, to withstand transport to customers.





- With over 11,000 Boots brand products, we have the widest own brand range available in the UK
- All our products come with the Boots brand promise of quality, based on decades of research and science, while staying sustainable and kind to the environment
- We offer more than 100 own brand lines for £1 or less
- We launched Price Advantage offers to Boots Advantage Card members, with further reductions on over 150 products each month in store. On average, customers can save over £2.60 on Price Advantage products
- We have over 1,300 offers, deals and promotions available in our stores and online at any one time



- Covid-19 vaccination hubs currently in more than 80 Boots pharmacies across the UK and Ireland
- Since January 2021, Boots has supported the NHS by delivering 1.6 million vaccinations
- We had a record breaking year for our flu vaccinations, delivering over 2.18 million vaccinations, up +107% YOY
- Boots continues to make a tangible impact on its local communities, including the launch of the Safe Space initiative offering specialist support for domestic abuse victims in conjunction with the Home Office and Hestia



- Boots is committed to being a responsible business and is working towards the BRC's Climate Action Roadmap target of net zero by 2040
- Boots partnership with Macmillan Cancer Support provides Boots Macmillan Information Pharmacists in every store, and has raised close to £20 million for the charity
- In partnership with The Hygiene Bank, Boots UK and No7 Beauty Company have donated more than 680,000 toiletries and essentials to people living in hygiene poverty
- Through our Recycle at Boots scheme, over 19 tonnes of plastic has been recycled. It's the only scheme of its kind in the UK

BOOTS MILESTONES

