



Health and Safety Policy

Our aim is to protect people from harm

Boots is a brand built on care and trust. We actively care for customers, colleagues, visitors, contractors and others who interact with our business, as we work to help people to feel good every day. How well we do that is a key measure of our overall business success. We firmly believe that no one should be harmed as a result of working, visiting or shopping with us.

Each area of the business will maintain effective safety management systems based on competent safety advice and having regard for legal requirements, WBA Policies and Boots Standards. These management systems will help ensure we maintain safe premises, safe equipment and safe processes, supported by active risk assessment and training programmes.

Safety management systems in isolation are not enough. Safe behaviours – including never walking past less than the best – will be expected of anyone who works for Boots.

Our Senior Leaders will lead and encourage continuous improvement of our safety culture by ensuring that the safety and well-being of people is at the heart of our business. Everyone will be asked to play their part in sustaining a culture of active care and of proactive safety, even when faced with tough choices.

And to seek ways to perfect our approach

Learning from experience is key to achieving our overall goal. We'll complete timely incident investigations and share learnings that reduce risk. We'll also conduct governance reviews and audits to identify where we're strong and where we have opportunity to improve.

We know that those closest to problems often know the best solutions. We'll actively seek to share and use this knowledge so that we can all play our part in preventing harm and helping people feel good every day.

Seb James

Senior Vice President and Managing Director of Boots
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