

The UK's leading health and beauty retailer

ABOUT US

TEAM MEMBERS

Total employees at Boots:

52,000+



4,300+
Boots Pharmacists



12,900+
Boots Pharmacy Technicians,
Dispensers, Advisors and
Healthcare Sales Assistants



1,200+
Boots Beauty Specialists



4,800+
Boots Opticians

STORES

Total number of stores:

2,100

of which the majority have a pharmacy



37
Flagships



30
Airport Stores



1,000+
Local Pharmacy
Stores



c.1,000
Health & Beauty/
Convenience

Now almost 70 stores with a reinvented healthcare area and over 170 reinvented beauty halls



The UK's number one
**BEAUTY
DESTINATION**

- Over 500 beauty, skincare and haircare brands available
- Launched **almost 7,000** new lines from top beauty brands since January 2023
- **Exclusive home of No7** – the UK's number one skincare brand



Providing
HEALTHCARE
at the heart of communities

- Boots is number one for dispensing prescription items in the UK and dispenses millions of prescription items per week
- Over 600 retail healthcare brands available and almost one in two healthcare products sold are Boots own brand
- Deliver **150** healthcare services on behalf of the NHS and privately



Investing in digital to
create a world class
**OMNICHANNEL
EXPERIENCE**

- Boots.com is the UK's number one most visited health and beauty website
- The Boots app has **7.2 million** active users
- On-demand delivery available from over **150 stores** via Deliveroo and Uber Eats



Offering
AMAZING VALUE
to our loyal customers

- Over **16.3 million** active members of the iconic Boots Advantage Card
- Over **2,000** products at lower prices for Advantage Card members through Price Advantage
- **Always on 10% discount** on Boots own brand products for Advantage Card members alongside personalised digital offers through the Boots app



Meaningful
**ENVIRONMENTAL
SOCIAL GOVERNANCE**
through partnerships

- In our stores there are over **2,700** Boots Macmillan Information Pharmacists (BMIPs) and over **650** Boots Macmillan Beauty Advisors
- Over **650** donation points for The Hygiene Bank in stores across the UK
- Supported over **450** young people through our partnership with The Prince's Trust
- Recycle at Boots scheme allows customers to drop off hard to recycle empties at deposit points at over **700** stores

175



With you. For life.

2024 marks 175 years since our founder John Boot opened a herbalist store in Nottingham's Goose Gate in 1849 to offer an affordable alternative to traditional medicines.

His son Jesse took over the business in the 1870s and expanded its offer to over-the-counter medicines, sold at a fraction of the normal charge. In 1878, he relocated to larger premises offering a new, department-style store format.

The first appointment of a pharmacist in 1884 brought professional healthcare expertise to Boots and the business started to expand beyond Nottingham.

In 1886, Jesse was joined in business by his wife Florence – an astute businesswoman who introduced new products and services that established Boots as a beauty destination.

From the early 1920s, Boots expanded rapidly under the leadership of Jesse and Florence's son John. In 1933, Boots opened its 1000th store.

Boots was uniquely placed to provide support during the Second World War, through its pharmacies at home, and by manufacturing essential medicines including the pioneering production of penicillin.

Retail innovation continued in the post-war era as Boots adapted to suit the changing needs of customers. The Boots brand portfolio also expanded with the launch of 17 and Botanics, which joined the hugely successful Soltan and No7 brands.

In more recent years, Boots has continued to launch new store formats including new-look beauty halls and has expanded the number of healthcare services it offers, both on behalf of the NHS and privately. Boots now offers a full, omnichannel shopping experience supported by boots.com and the Boots App.

Throughout its history, Boots has remained true to its founding mission and values whilst adapting to changing needs of customers to remain With you. For life.

