



LBG Assurance Statement – Boots UK Ltd

Corporate Citizenship has conducted an assurance of Boots UK Ltd ("Boots") use of the LBG model (www.lbg-online.net) to measure and report on its corporate community involvement activity in the year to 31st March 2014.

Boots has been an active member of LBG since 2000. The LBG model was developed by a group of companies in 1995 as an internal evaluation tool and as a way to ensure greater consistency and comparability in external reporting. Today more than 150 leading international companies apply the model around the world.

As managers of the Group, we have worked with Boots throughout the year. This assurance sought to ensure that Boots understands the LBG model and has applied its principles to the measurement of the company's community involvement programmes during its reporting year. Having conducted an assessment, we are satisfied that this has been achieved. Our work has not extended to an independent audit of the data.

Commentary

Boots has been using the LBG methodology for a number of years and captures contributions to the community across its business. It has developed a very robust approach for collecting data on the contributions it makes (the inputs). Boots has a particularly strong story to tell around its employee engagement, which is reflected in the very high response rate to its store survey. This has allowed Boots to move beyond sampling, to present a comprehensive picture of what the company is contributing to the community.

Boots is now in a very good position to develop and communicate a better understanding of its achievements through capturing data on what happens (the outputs) and what changes (the impacts) for the programmes and partnerships that it is involved in. Boots is currently undertaking studies to develop a greater understanding of impact assessment, so a future opportunity will be to use this knowledge to integrate the LBG impact framework into the assessment it does.