

A smiling woman with short dark hair, wearing a white lab coat, is seated at a desk in a laboratory. She is looking towards the right of the frame with a bright smile. In the background, other people in white lab coats are working at their stations, and there are shelves with various items. The overall atmosphere is professional and positive.

Boots

With you. For life.

OUR IMPACT

REPORT 2021-2022

CONTENTS



1. Thank you

Boots was founded with a strong sense of purpose and a passionate commitment to democratise healthcare. I am proud that this commitment still underpins our business today.

With 2,200 stores and a presence at the heart of almost every high street, we have a unique opportunity - and responsibility - to look after our communities. Our commitment to our customers is that we will be with you, for life. From your first breath to your last, we will be there to offer advice and support - to anybody and everybody who walks through our doors and needs our help.

In a post pandemic world there is a lot for us to do as we work towards health equity; we must work together - with our customers, with the NHS, and with society at large - to drive change, making access to healthcare easier for all.

We are making a lot of progress and I am extremely proud that this year we joined forces with the NHS to deliver our biggest vaccination programme, helping to vaccinate the nation against both covid and flu viruses, and protecting the most vulnerable.

Across the four UK nations we already deliver a range of services on behalf of the NHS but we stand ready to do more. We must work together to relieve pressure from the primary care system and provide access to healthcare services in a safe, convenient and familiar environment.

At Boots we believe that healthy communities also need a healthy planet and in this report you will find our published sustainability goals as we work towards a zero carbon future. I am particularly pleased with the progress we have made in making our Boots own brand products sustainable. These are affordable and accessible every day products, because everybody should be able to make sustainable choices.

We work with some remarkable partners to help realise our long standing purpose of democratising access to healthcare and nurturing healthy communities. Our thanks go to everyone at Macmillan Cancer Support, The Irish Cancer Society, The Hygiene Bank and The Princes Trust for their continued partnership. I hope you enjoy reading about some of our joint work in this report.

Finally, I remain extremely proud of our team members, who live and breathe our purpose and make Boots a special place at the heart of every community. Their jobs are sometimes not easy but they continue to go above and beyond to help people every single day. Thank you.

A Note to You from Our CEO, **Sebastian James**



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2. Sustainability at Boots

HEALTHY COMMUNITIES NEED A HEALTHY PLANET

It has never been more important to our customers, our team members and society at large that we operate in a way that cares for the environment and makes a positive impact on the communities in which we operate.

This means finding ways to make our Bootprint as light as possible; looking after our communities; and empowering our staff and customers to make a difference.

At Boots, we have a rich legacy of operating responsibly because we recognise it is the right thing to do. Whether that be through reducing our CO² emissions or plastic usage, increasing our use of renewable electricity, or the diversion of waste from landfill. Our partnerships with The Hygiene Bank, Macmillan Cancer Support and The Prince's Trust help improve access to healthcare advice, essentials and also create opportunities for people around us.

We have made significant progress over the last 12 months and are extremely proud of the work detailed here in Boots first Impact Report, achieved as a result of the hard work of our teams and customers.

Thank you to everyone who works hard every day to make a difference.

Lucy Reynolds, Vice President and Director of Communications, CSR and Sustainability



We approach sustainability across three key areas:

2021 HIGHLIGHTS KPI | ACHIEVEMENTS



CARING FOR HEALTHIER COMMUNITIES

Over 222k

toiletries donated in the year to August 2021 from Boots UK to The Hygiene Bank

Over 18.2

tonnes of toiletries donated by customers in Boots stores since the start of the partnership

100%

of stores offer customers access to Boots Macmillan Information Pharmacists (BMIP)

£20million

raised for Macmillan Cancer Support since 2009

31

projects supported by Boots Charitable Trust this year, to the value of £250k



PROGRESSING OUR SUSTAINABLE 'BOOTPRINT'

99.3%

waste diverted from landfill during 2021, through our own recycling efforts across Boots' operations

97.5%

of Boots stores now powered with renewable electricity

Reduced

our overall CO2e emissions by 3% vs FY2020

2,020

tonnes of plastic removed from our Christmas gifts in 2020, with this practice extended into 2021 ranges

157

tonnes of plastic removed per year from the packaging of boots.com orders since 2018, the equivalent of 12.7 million plastic bags

231

tonnes of plastic removed through introduction of owned and owned brand plastic free wipes

Over 500,000

products recycled in the year to August 2021, through Recycle at Boots scheme



EMPOWERING PEOPLE AND PROMOTING DIVERSITY

274

young people supported with employment opportunities across Boots stores and the Burton Warehouse, through partnership with The Prince's Trust

117

young people moved into employment at Boots as a result of The Prince's Trust partnership

Updated

our DEI strategy to become a truly inclusive workplace

100%

of stores have at least one Dementia Friend

First

UK retailer to provide an inclusive online shopping experience with assistive toolbar Recite Me

Advice & Medicines

3. Caring for healthier communities

“Since first opening its doors in 1849, Boots has been a business grounded in care. Caring for our communities, our customers, patients, and team members is at the heart of who we are and what we do.

Community pharmacy has an ever-increasing role to play in improving societal health and wellbeing. Through the combination of pharmacy, opticians, hearing care and consumer healthcare, Boots provides quality healthcare directly to local communities on their high street.

We are committed to ensuring everyone in the UK has access to the healthcare they deserve, whether that’s through our work with organisations like The Hygiene Bank or Macmillan Cancer Support, or our personalised support and services.”

Marc Donovan, Boots Chief Pharmacist

ENGAGING ON HEALTHCARE ACCESS

Basic hygiene is the foundation of good health and wellbeing and feeling clean should not be a privilege for anyone in today's society. Our founder, Jesse Boot believed everyone should have access to soap and a sponge.

At Boots, we are tackling hygiene poverty through our pioneering partnership with The Hygiene Bank.

Founded in 2018, The Hygiene Bank provides essential hygiene and personal care products to those living in poverty, redistributing donations to charities, schools, and local authority services and voluntary organisations in the local area.

Michael Snape, Boots CFO and Executive sponsor for The Hygiene Bank said:

“We are immensely proud of our partnership with The Hygiene Bank and look forward to continuing to play a significant role in ensuring access to essential toiletries. Feeling clean should not be a luxury or a privilege for anyone and Boots has a clear role to support this throughout the communities we serve.”

Lizzy Hall, Founder of The Hygiene Bank, said:

“We are incredibly grateful for the support of Boots and its customers. Together, we can ensure that everyone can feel clean.”



When customers donate products in one of the 400 stores across the UK with donation points, **Boots also donates to The Hygiene Bank to continue to close the gap on hygiene poverty.**



OVER 18.2 TONNES

of toiletries have been donated by Boots customers in-store since the partnership began in February 2022.



222,000 TOILETRIES

were donated directly by Boots in the year to 31 August 2021.



SUPPORTING PEOPLE LIVING WITH CANCER

There are around 3m people living with cancer across the UK, with 1 in 2 people estimated to be affected in their lifetime.

From the moment you're diagnosed, through your treatment and beyond, we want to ensure someone who can help is just moments away. For this reason, we are proud to work with Macmillan Cancer Support to provide bespoke cancer information and support through our:

**MACMILLAN
CANCER SUPPORT**

“We're proud of our partnership with Boots and the thousands of amazing and dedicated BMIPs and BMBAAs that are working hard every day to provide people living with and affected by cancer with the support they need. Our experience in supporting people living with cancer, combined with Boots UK's expertise of delivering healthcare and beauty information and advice, means we can be right there for thousands of people in their local communities, wherever they are in the UK.”

Lynda Thomas CBE, Chief Executive Macmillan Cancer Support



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Macmillan has helped to train over 4,200 Boots pharmacists as BMIPs.

All pharmacists are now allocated time to undertake this training to understand the impact of a cancer diagnosis, treatments and how to support people living with, and affected by cancer.

This means customers can now access one of our BMIPs in every Boots pharmacy as well as online through free video appointments.

For those looking to manage the visible side effects of cancer treatment, our 641 Boots Macmillan Beauty Advisors (BMBAs) are trained to provide free make-up and skincare advice either in-store, via telephone or online.



“I feel privileged to provide advice and support on the high street for patients, families and communities affected by cancer. The BMIP training is invaluable and enables us to answer questions and provide support at a very difficult time in people’s lives. Being a BMIP is about so much more than providing medicines, we want to made a positive difference to patient’s lives each and every day.”

Sanjay Nathwani, Boots Macmillan Information Pharmacist



BMIPs and BMBAs have had **over 100,000 conversations** with people living with cancer in the UK throughout 2021



£20 million raised for Macmillan Cancer Support¹ since the partnership began in 2009



Macmillan Cancer Support and **Soltan suncare** have partnered to encourage sun safety across summer 2022



Funding from the **Boots Macmillan partnership** has gone on to fund a Macmillan nurse and support direct services both online and via telephone

Irish Cancer Society



Boots Ireland experienced its **most successful fundraising year-to-date** in partnership with the Irish Cancer Society.



More than £308,000 raised for the Irish Cancer Society’s Night Nursing Service in the 12 months to August 2021.



More than £1.8 million raised since the partnership began in 2012, equating to more than 6,600 nights of care.



More than 190 Boots Irish Cancer Society Information Pharmacists and **over 60** Boots Cancer Beauty Advisors in store.



Over 2,000 team members completed a new e-Learning module focused on how to support people living with cancer.

SUPPORTING VICTIMS OF DOMESTIC ABUSE AND SEXUAL ASSAULT

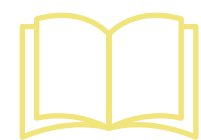
The Covid-19 pandemic significantly worsened the situation for the millions of people experiencing domestic abuse across the UK, with the Office for National Statistics reporting a 22% increase in the number of domestic abuse cases referred to victim support in 2021 on the year prior.

In response, Boots partnered on two initiatives: Ask for ANI and Safe Spaces.

We teamed up with the Home Office on Ask for ANI - a scheme which allows those at risk or suffering from abuse to discreetly alert pharmacy staff that they need help by asking for 'ANI' (Action Needed Immediately).



Available at all **2,200 Boots** pharmacies



Over 19,500 pharmacy team members received training in 12 months to August 2021

The codeword scheme complements UK crisis charity **Hestia's UK SAYS NO MORE Safe Spaces** initiative through which victims of domestic abuse are able to access safe spaces at Boots pharmacy consultation rooms. They can contact specialist domestic abuse services for support and advice from a safe space.

“We are very proud to work with the Home Office and Hestia on such important and lifesaving initiatives as Ask for ANI and Safe Spaces, providing a safe and familiar place where those at risk or suffering abuse can turn for help and advice. The initiatives offer a real lifeline to people who feel in danger at home, enabling our pharmacy teams to provide discreet support directly on the high street.”

Bernadette Lavery, Director of Pharmacy at Boots UK



MAKING AN IMPACT ON OUR LOCAL COMMUNITIES

Established in 1970, The Boots Charitable Trust (BCT) has donated £10 million to charities across the country.

To support its hometown community, the trust also helps voluntary organisations in the local Nottinghamshire area that are too small to qualify for charitable status, but still desperately need financial support for their projects.

Our grant awarding process follows a standardised and transparent procedure, with all applications assessed against specific qualifying criteria in line with our values, including contribution to health, lifelong learning, community development and social care.

“Boots Charitable Trust has funded our Transition Ready project, supporting vulnerable children in their move from primary to secondary school. The funding has allowed delivery in all seven Sneinton ward schools serving over 400 children and young people.

We would like to thank Boots Charitable Trust for their continued support.”

Peter Bewley, Wellbeing & Community Development Manager, at Epic Partners – a BCT grant recipient



In 2021, a total of **31 projects** were supported by BCT to the value of **£250,000**

The independent registered charity is wholly funded by Boots UK.

Examples of our contributions to date:

AWARDED £9,750

Literacy Volunteers

The Story Box Project

The Story Box project creates story boxes to be delivered to families at home across Nottinghamshire. Their aim is to help children in early years settings, primary and secondary schools to have fun developing their reading and communication skills.

AWARDED £10,000

Trent Bridge Community Trust

TBCT Metal Health Project

The TBCT Mental Health Project is a physical activities and mental health programme, targeted at males in the Nottinghamshire area. The project delivers weekly sessions to bring people together, helping them become active and providing opportunities to socialise and discuss positive mental health with their expert mental health team.

AWARDED £2,000

Read Easy Nottingham

The project supports the development of Read Easy's work in Nottingham enabling them to increase the number of adults that they support, through recruiting and training more reading coaches.

AWARDED £10,000

Dance4

The Selfhood Practices: Fibromyalgia Project

The Selfhood Practices: Fibromyalgia Project supports the use of dance, choreography, and artistic experiences to aid those diagnosed with Fibromyalgia (FM). Dance4 works in partnership with the Nottingham City Care Partnership Pain Management Team to help FM patients learn new methods of living positively with their condition.

AWARDED £8,463

Nottingham Playhouse

The Playhouse Platform Project

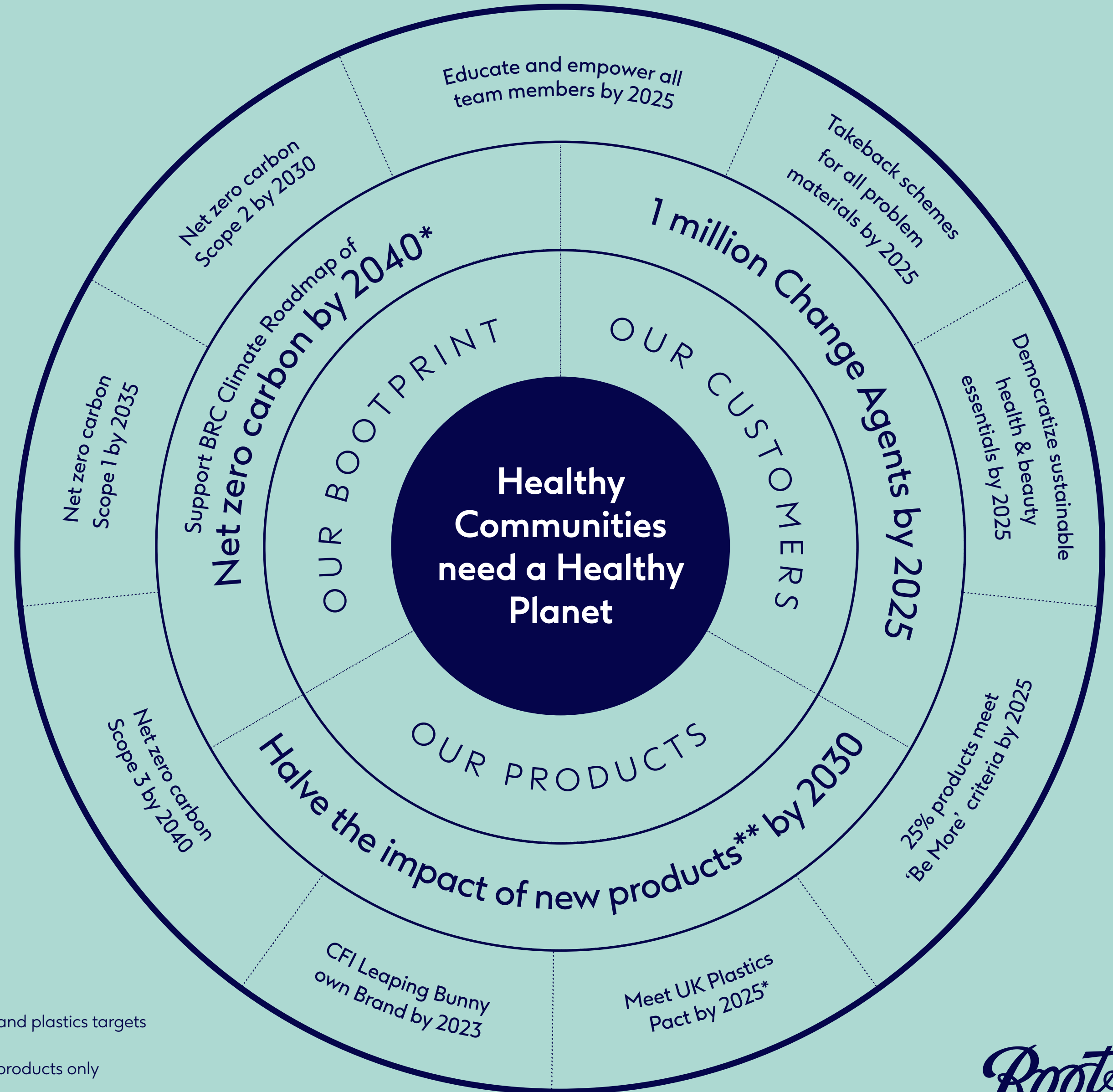
The Playhouse Platform Project supports adults with learning disabilities to create drama, develop life skills and gain valuable employment experience.

4. Progressing our sustainable Bootprint

Operating our business in a way that cares for the environment has never been more important than it is today. Boots has a rich legacy of operating responsibly, simply because it's the right thing to do. Finding ways to make our Bootprint as light as possible is fundamental to keeping our business and communities thriving.

“Our aim is to collaborate with our customers and communities, inspiring people to be agents for change. We know that what we want to achieve is no simple task, and we don't yet have all the answers – but together we can make an impact. For this reason, we focus not only on our own operational 'Bootprint' but also on the products we sell and helping our customers feel good and informed about their choices.”

Steve Ager, Chief Customer and Commercial Officer



*Please note: all carbon and plastics targets are collective ambitions

**Boots new own brand products only

OUR OPERATION

Making our operation more sustainable is fundamental to our communities and business thriving. To reduce the Footprint of our operations, we continue to reduce our emissions and waste, alongside making sure our stores and sites are future-fit.

Emissions

Signatory to the British Retail Consortium’s Retail Climate Action Plan.

Part of retail industry’s pledge to achieve net zero emissions by 2040 (including net zero Scope 2 emissions by 2030 and Scope 1 by 2035).

In 12 months to August 2021

97.5%

of Boots stores powered with renewable electricity

85%




of our total electricity consumption was covered by a green energy tariff

We’ve significantly reduced our Scope 3 emissions through a reduction in business travel, and the portion of our emissions that come from the transportation of products to store, by:




- The use of double-deck trailers to reduce the number of trucks on the roads
- Planning the most efficient delivery routes and schedules without reducing stock availability
- Increasing ‘backloading’ – where vehicles transport products back to the warehouse, avoiding another making the journey

KEY NUMBERS 2021

CO₂e emissions by Scopes 1, 2 and 3

| | 2021 | 2020 |
|----------------------------------------------------------------------------------------------------------------|----------------|----------------|
|  Scope 1 | 44,991 | 39,903 |
|  Scope 2 | 47,633 | 49,970 |
|  Scope 3 (business travel)* | 8,912 | 14,944 |
| | 101,535 | 104,817 |

CO₂e emissions by source

| | 2021 | 2020 |
|--------------------------------------------------------------------------------------------------------|----------------|----------------|
|  Energy | 87,265 | 84,726 |
|  Product Delivery | 12,185 | 15,671 |
|  Business Travel | 2,086 | 4,420 |
| | 101,535 | 104,817 |

*This only represents data that is currently measurable



In 2021, **Boots Ireland** signed up to the LCP pledging to halve CO₂ emissions by 2030 and achieve net zero by 2050.






Waste

Collaborating with our customers, suppliers and team members in sustainable waste management is a key element of our environmental strategy.

- During 2021, 99.3% of our waste was diverted from landfill through our own recycling efforts
- As a signatory to the Food Waste Reduction Roadmap we have an ambitious target of a 50% reduction in food waste by 2030

KEY NUMBERS 2021

Waste recycled or recovered as % of total waste generated

| | 2021 (tonnes) | 2020 |
|------------------------------------------------------------------------------------------------------------------------|---------------|--------|
|  Sent to landfill | 165 | 218 |
|  Incinerated (with heat recovery) | 10,882 | 12,676 |
|  Recycled | 15,018 | 16,900 |



OUR PRODUCTS

You trust us to make sure the products you love are sourced responsibly and ethically, and we've made it our priority to ensure that all Boots brand or Boots exclusive products are produced by suppliers who treat their workers fairly and show a responsible attitude to the environment.

Responsible and Transparent Sourcing

Our **Global Sourcing Team** works proactively with suppliers to ensure that our products are sustainably and ethically sourced, and our **Global Product Sustainability Hub** requires suppliers to submit declarations for every component of every product. This ensures every owned brand product and every No7 Beauty Company product complies with **WBA's Global Minimum Requirements for Product Sustainability**.

We also work with approved external partners to assess suppliers against the **Walgreens Boots Alliance Minimum Requirements for Product Sustainability and Ethical Trading Standard**, and have implemented the **WBA Supplier Sustainability Programme** which uses THESIS – a holistic assessment tool developed by non-profit organisation The Sustainability Consortium – to measure supplier performance and share action recommendations to address any hotspots.

We report annually on the percentage of sustainably sourced raw materials, with clear ongoing targets. Boots has set standards on the sourcing of:



Forest products (including Wood paper and pulp): FSC or recycled materials



Palm oil: Aiming for RSPO supply chain certified sources



Cotton: Must not be manufactured in the Xinjing Uighur Autonomous Region of China



Ethical supply chain

We source own brand and exclusive products from factories in more than 35 different countries and our ethical sourcing teams, with the support of auditors and a small number of pre-approved third parties, ensure each factory is assessed and approved against the standards in our ethical trading supplier code of conduct.

Our robust onboarding ethical assessment program is supported by a supplier training webinar designed to explain our ethical standards and assessment requirements, share opportunities for suppliers to improve social and environmental compliance, and provide a forum to raise questions.

During the 12 months to August 2021, **we conducted over 250 assessments of new and existing factories**, working to improve their standards with follow-up action plans, ongoing reviews and on-site re-assessments.

Product Carbon Footprint

We continuously look to reduce and understand the end-to-end carbon footprint of our products.

We are currently investing in a detailed study of our carbon footprint with sustainability advisors 3 Keel, alongside working directly with environmental consultant Climate Partner. This work forms part of our BRC commitment to understand and to put in place plans to reduce our impact on this planet and become carbon neutral by 2040.

Responsible packaging and plastic management

Plastic packaging present in the UK market totals 2.3 megatonnes (Mt), accounting for nearly 70% of all UK plastic waste².

As a major retailer, we play a significant role in tackling the issues of plastic pollution and over-consumption and are acting to reduce plastic across our business as quickly as possible. We work with our value chain to rethink packaging and boost innovation to reduce plastic and recycle plastics where its use is required.

Examples of this innovation include:

We have now removed all plastic from packaging of boots.com orders, **removing 157 tonnes of plastic per year** – or 12.7 million plastic bags. We also removed an additional 2,020 tonnes of secondary plastic from our 2020 Christmas gifts with this practice extended into 2021 ranges.

As of June 2021, **all Boots own brand and No 7 Beauty Company cosmetic wipes are 100% plastic free**. By reducing plastic in baby wipes alone, we expect to save 231 tonnes of plastic per year. Additionally, any of our wipes that need to be flushable comply with Fine to Flush standards.

The use of recycled plastics rather than virgin plastics to create a circular plastics economy. An example of our work in this area is our **Soltan packaging – which moved to 50% recycled plastic in January 2022**.

We work closely with our suppliers to implement changes in their packaging. From removing moulded plastic forms and acetate windows from large-volume gifts, to making **all remaining moulded plastic forms 100% recyclable at kerbside** and increasing the use of recycled material in gift packaging.



Industry collaboration is key to solving issues with problematic plastics. It is important that we collaborate with our suppliers and peers as well as industry bodies such as WRAP, INCPEN, CTPA and BBC. As such, we are a proud signatory of WRAP's UK Plastic Pact 2025, working to achieve the targets of:



The elimination of problematic or unnecessary single-use packaging through redesign, innovation or alternative (reuse) delivery models



100% of plastics packaging being reusable, recyclable or compostable



70% of plastics packaging being effectively recycled or composted



A 30% recycled content average across all plastic packaging



No7 BEAUTY COMPANY PRODUCTS

No7 Beauty Company was created in April 2021 as a home for a family of well-loved WBA brands available in Boots including No7, Botanics, Liz Earle, Soap & Glory, and Sleek.

Sustainability is at the heart of No7 Beauty Company. Ahead of the unveiling of its first sustainability strategy, here are some highlights from 2021.



No7

Kerbside recyclable glass jars represents **a reduction of 750 tonnes** of non-recyclable plastic per year

Lipstick, foundation and mascara packaging now **contains 30% recycled plastics**

SOAP & GLORY™

Received cruelty-free Leaping Bunny certification

LIZ EARLE®

Achieved Union for Ethical BioTrade Membership

Received Carbon Neutral® certification for its Isle of Wight operations



BOTANICS

Published its first independent Sustainability Report



OUR CUSTOMERS

We want to ensure our customers feel good about the purchases they make and empower them to be agents of change.

Recycle at Boots

Our **Recycle at Boots** scheme is currently available in 700 stores and facilitates the recycling of health and wellness products unable to be recycled at home. The scheme rewards customers for making recycling part of their beauty regime, with Boots Advantage Card rewards for every five empty products donated.

We are the first retailer to use Scan2Recycle technology – developed by Metrisk – to provide information on what can be recycled as part of the scheme and allow customers to track the impact of their donations.



Be More

Launched in June 2021, our sustainability initiative 'Be More' helps customers select products with one or more of the following attributes: Plastic-free, Recycled, Re-usable, Vegan and Cruelty-free.

The initiative features over 400 products as a permanent feature on our online store, with customers able to filter their product searches by each 'Be More' attribute and help them make more sustainable choices.

BE MORE... Plastic-free

Met our zero plastic packaging criteria for primary and secondary packaging, while also ensuring the packaging is recyclable.

BE MORE... Recycled

Contain at least 30% recycled plastic content and/or are recyclable via the majority of kerbside recycling collections.

BE MORE... Cruelty-free

Carrying the Leaping Bunny logo and certified by Cruelty Free International, ingredients haven't been tested on animals at any point during the development of these products.

BE MORE... Vegan

Not containing any animal derived ingredients.

BE MORE... Re-useable

Designed for re-use or re-fill.



Over 500,000 products
(15 tonnes) recycled
in year to August 2021



Our recycling partner MyGroup processes products to create new practical products from the waste including plant pots, storage boxes and even Christmas trees





5. Empowering people and promoting diversity

We are a major UK employer with 51,000 team members. We aim to attract, develop, and retain the best talent, offering an inclusive and safe workspace to all our team members.

We apply a DEI lens to all our initiatives and activity – from launching a new product, designing a new marketing initiative, engaging with customers in stores, to the culture we create for our own team members. This practice helps us better reflect the communities we serve, providing products and services that make all our customers feel seen and understood.

We support our team members to digest current events, share lived experiences, listen with an open and empathetic mindset and adopt inclusive behaviours. We continue to use the power of conversation to raise awareness and educate ourselves through one-to-one conversations, team meetings and listening sessions.

“We are proud to engage team members and partners who reflect the diverse customers and communities we serve and to foster an inclusive culture where everyone feels respected, valued and excited to change for the better and drive superior business performance.”

Ben Horner, HR Director

TALENTED AND DIVERSE TEAMS

To reduce unconscious bias and gendered language

In job descriptions and adverts, we have launched Talvista - a tool to be used by recruiters to ensure both are written and presented in a way that is more attractive to a wider range of diverse characteristics.

Unconscious Bias and Diversity, Equity and Inclusion

Learning modules are mandatory for all colleagues. This is supported by a specific DEI capability model focusing on empathy, allyship and championship; and the development of a workshop series for senior leaders on inclusion and empathetic leadership.





We've introduced gender neutral honorifics to the Boots UK and Ireland payroll systems and are deploying the same change to our recruitment systems.

We consistently monitor our gender pay gap statistics

Which are of huge importance to us with women accounting for more than three quarters of both our workforce and customer base. We publish our Gender Pay Gap Report annually, in accordance with Government's Regulations, and are proud that we continue to close our gender pay gap.



Gender diversity

| | 2021 | | 2020 | |
|-----------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| |  |  |  |  |
| % of total team members by gender | 21.2% | 78.8% | 20.07% | 79.3% |

Business Resource Groups (BRGs)

Our Business Resource Groups (BRGs) are organised and run by team members, each with an executive sponsor, to help build inclusive environments by raising awareness and creating opportunities for networking across the business.

Our current groups span a diverse range of areas including WBA Pride Alliance; REACH BRG; InclusivIT BRG; disAbility Alliance BRG; and Women of WBA BRG.

In 2021, we extended our BRG community beyond our corporate team members to include our in-store teams, appointing heads of stores to the leadership teams of all BRGs. Our BRGs have led a series of activities during the past year to raise awareness amongst our team members about the history and lived experience of people from diverse backgrounds, including activities and sessions during Pride month, International Women's Day, Black History Month, LGBTQ+ history month and South Asian Heritage month.

Mentoring at Boots

To ensure our leaders make decisions that represent our entire workforce, our reverse mentoring scheme connects our executive team to mentors with different life experiences.

Our Managing Director, Seb James, was the first of our executive team to begin a reverse mentoring relationship. Its success led to the creation of a reciprocal mentoring program, 'Inclusion in Action Partnership', in September 2021. The program connects senior leaders and BRG team members to learn about different lived experiences and help enhance a culture of diversity, equity and inclusion.

Furthermore, to foster a stronger culture of allyship and advocacy within Boots, our Senior Leaders have taken part in 'Inclusion in Action' workshops. These are designed to build their knowledge and awareness of DEI, and associated key concepts like privilege and allyship, as well as their role in enhancing an inclusive culture.





CULTURE OF ALLYSHIP

We want everyone who shops with us to feel safe and be able to access our services and products with the same ease.

Products and marketing

- Updated our creative imagery to represent all our customers, following an external audit
- Investigating diverse spend and supplier base to increase the number of diverse brands stocked and expand our diverse media spend
- Reviewed our product offering to ensure it is representative, with changes including a wider range of skin tone plasters and foundations

In store support

- At least one team member trained as a Dementia Friend, an Alzheimer's Society initiative, in every store in the UK
- Through the Dementia: Understand Together campaign almost 2,000 (97 percent) of team members in Ireland have completed online dementia learning and are recognisable via campaign badges
- Purple Tuesday Health and Beauty Sector Sponsor, with disability awareness training available for all team members
- Hidden Disabilities Sunflower scheme provides team members with training to best support our customers, patients and colleagues with hidden disabilities

Online Accessibility

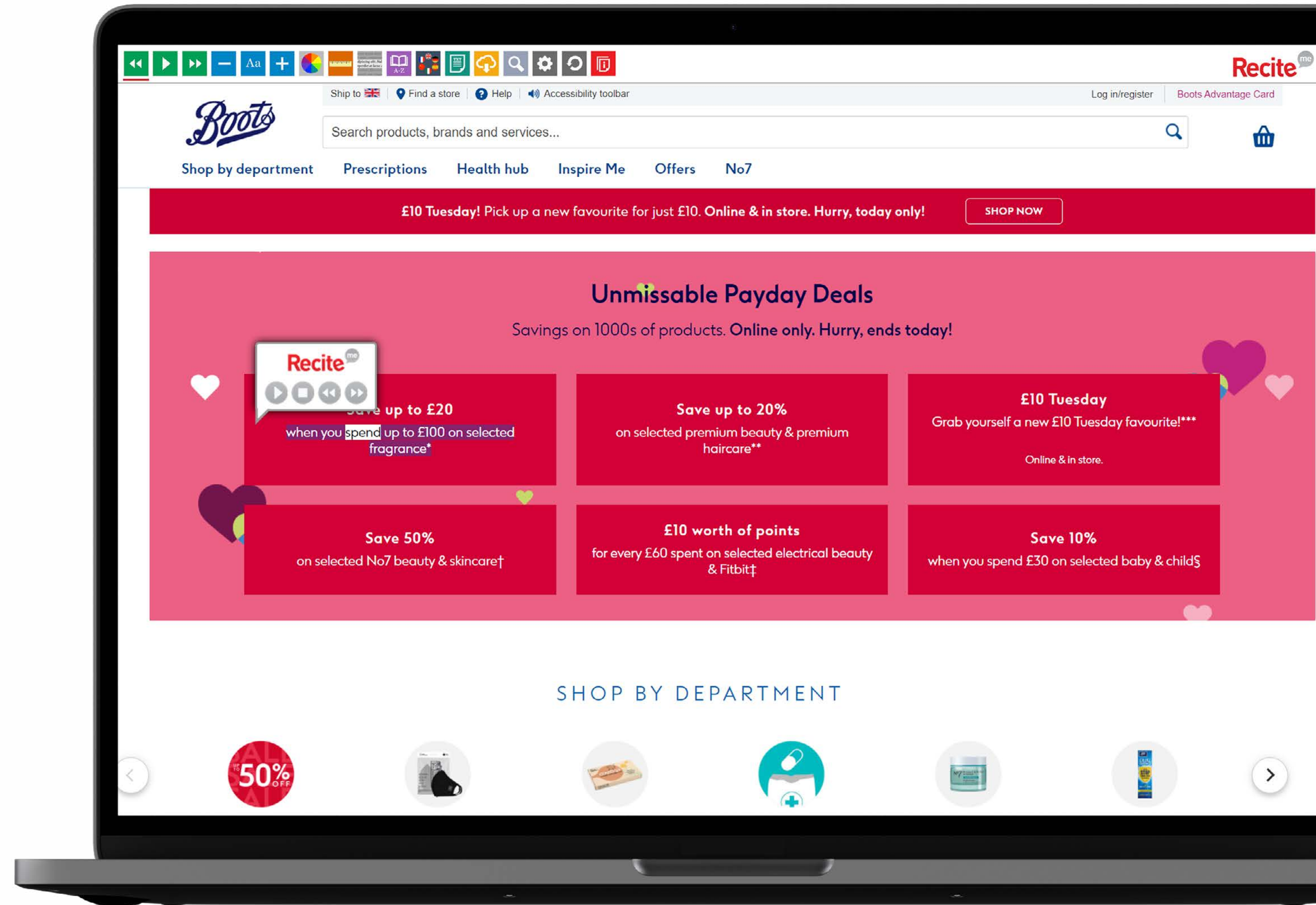
Accessing websites isn't easy for everyone - for some customers understanding and accessing content online can be more challenging than it needs to be.

Boots is the first UK retailer to provide an inclusive online shopping experience with assistive toolbar Recite Me across its boots.com and boots.ie website. The tool includes screen reading functionality, multiple reading aids, customisable styling options, and an on-demand live translation feature that boasts over 100 languages including 35 texts to speech.

Using these features gives control to customers in how they view and interact with content to suit their individual needs, supporting those who have a specific physical, visual, auditory, cognitive, or neurological requirement.

“As the chair of the disability BRG, I see ‘Recite Me’ as an enabler for creating a more inclusive world that serves all, which is what we are aiming for. Recite Me is a game changer for all our customers, for us as an organisation and for the direction that we are looking to enhance disability inclusion.”

Rosa Salamone, Chair of DisAbility Alliance BRG





Thank you to all of our frontline heroes this International Women's Day



INTERNATIONAL

WOMEN'S DAY

International Women's Day 2021 was a stand-out moment for Boots. We worked with and included Eva Echo, a transgender female, in our marketing campaign supporting Eva's right to be identified in whatever way she chooses.

BLACK

HISTORY

MONTH



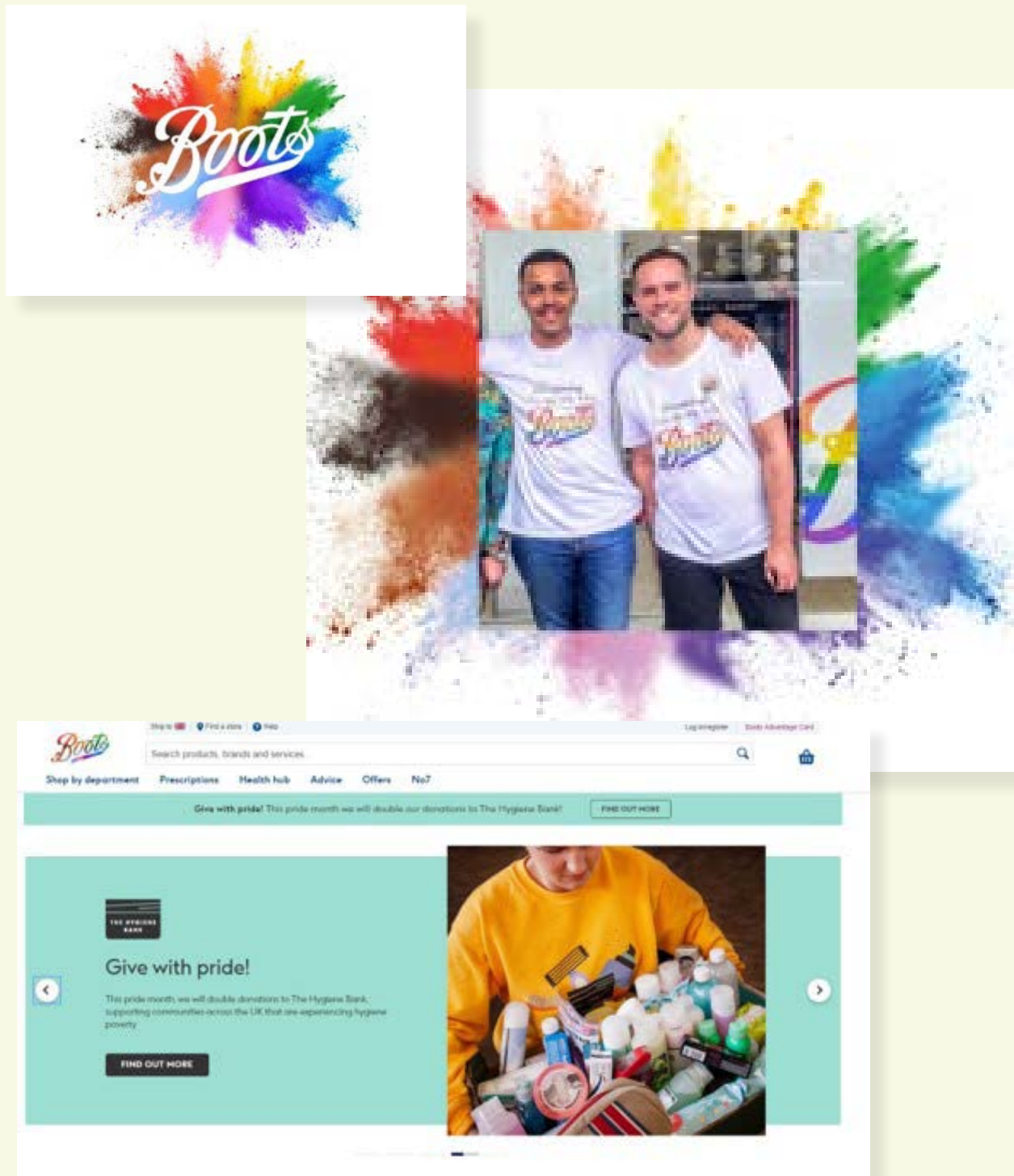
As part of our Black History Month initiatives, we launched dedicated collaborations with brands such as Fenty, My little Coco and Cantu and worked with Black owned business Treasure Tress to create specific haircare boxes targeted at those with Afro-Caribbean hair.

PRIDE MONTH

Co-ordinated by our Pride Alliance BRG, this year's overarching theme of #BetterTogether focused on three key topics: Allyship, Community and Kindness. 2021 was a truly collaborative year, and many of our team members supported Global Pride Month to make this our biggest, boldest and brightest campaign to date.

“As the executive Sponsor for Boots Pride, I was excited to support our activities and events for Pride 2021 and beyond, recognising the vital role that an exec sponsor can play to help drive a truly inclusive culture. Pride Month is an opportunity for us all to reflect on how we can be even more authentic and genuine in our professional and personal lives, and to share as much of ourselves as possible with the world.”

Peter Markey, CMO and Executive Sponsor Boots Pride Alliance





The Prince's Trust partnership: Supporting young people into work

Since 2019, we have partnered with the UK's leading youth charity, The Prince's Trust, to support young people in developing the skills and confidence to enter the workplace.

Over the last 12 months we have engaged 180 young people in opportunities across Boots stores, Nottingham Support Office and Burton Warehouse – ultimately helping 73 young people into paid work.

Since April 2021, we've also been working with The Prince's Trust and the Department for Work and Pensions to deliver support and training for young people joining Boots through the government "Kickstart" programme.

To date, there have been seven separate cohorts totalling 55 young people. Of those involved, 14 have been employed permanently by Boots UK, 11 have successfully secured roles with another employer, 15 are still on the program and 3 candidates have made the decision to re-enter full time education.



“Working with the recruitment team at Boots has been a great experience. Although there is a lot to learn, the team around me has been very supportive and is always happy to answer my questions. The placement has given me the opportunity to develop my skills in administration, and I hope it will allow me to understand my strengths and ambitions as I gain more insight into the working world.”

Joseph, Kickstart Participant

“The work we do with The Prince's Trust is incredibly important to support young people across the UK enter the workforce. We are proud to help create a UK where everyone, regardless of their background or experience, can access the education, employment, and skills they need to thrive throughout their working lives.”

Ben Horner, HR Director and Executive Sponsor for The Princes Trust partnership

“We're committed to transforming the lives of young people and our work is only possible because of our partners and supporters. Boot has been working side-by-side with the Trust since 2019 to offer employment across Boots stores to hundreds of young people.”

Ben Marson, Director of Partnerships, The Prince's Trust



IN SAFE HANDS

The safety of everyone who works, visits and shops with us is extremely important.

Safeguarding is about protecting vulnerable people and taking responsibility for helping them get the support they need. Healthcare professionals have an obligation to consider and act upon safeguarding and prevent issues that they come across in the course of their work, related to vulnerable customers. We have eight designated safeguarding leads across the business, alongside separate dedicated policies and training such as our Safeguarding and Prevent at Boots Policy.

We encourage our managers to look at how they can integrate safety into everyday ways of working. All line managers of apprentices or work experience students, as well as anyone who represents Boots at community activities, is required to complete the appropriate e-learning training to understand their safeguarding responsibilities.

Mental health support for UK team members

One in four people in the UK are affected by mental health issues every year, and the pandemic increased the pressure on our team members' mental health.

We seek to support our team members by:

- **Wellbeing and team member assistance provider Lifeworks**, offering around-the-clock phone support, online resources, expert advice and counselling
- **Over 180 mental health first aiders and our SEQOHS** (Safe Effective Quality Occupational Health Services) accredited Occupational Health Service
- **5 Ways to Wellbeing** - a set of simple actions team members can focus on to maintain good mental health

In Boots Ireland, we've partnered with See Change - The National Mental Health Stigma Reduction Partnership - since 2017, joining an alliance of organisations working to change public attitudes and behaviour towards those suffering from poor mental health. In recognition of the partnership, Boots Ireland won the 2018 Chambers Ireland Corporate Social Responsibility award for Excellence in Workplace MNC.



Our critical role in helping people during the pandemic

Since the onset of the Covid-19 pandemic, Boots pharmacy and healthcare business has played a fundamental role in supporting both the NHS and customers. Boots has administered over 1.4 million vaccines¹ since January 2021 across 105 Covid vaccination sites in UK and Ireland, and team members have carried out more than 4.7m Covid-19 tests.

Today, we offer Covid-19 vaccinations at over 50 pharmacies across England.

As an essential retailer we moved quickly to prioritise the safety of our customers and colleagues; keep our stores open; and to ensure access to prescriptions, essential medicines, advice and support. Research conducted by Kantar into how safe people feel visiting stores in the UK named Boots the best performing of 30 grocery and high street retailers.

Over the course of 2021, Boots launched 45 new Online Doctor Services to provide quick and easy healthcare advice and prescription medication online, without the need for a GP visit.

We also created the Covid Hub, an online database which collates all documents relating to the pandemic in one easy place for team members. This has included a line manager guide - updated 88 times since the start of the pandemic in line with frequent changes to UK legislation.

We value the incredible work of every single key worker over the past year.



6. CSR governance at a glance

We are proud to be part of Walgreens Boots Alliance, the first ever global pharmacy-led, health and wellbeing enterprise. Our CSR International governance model ensures strong governance at Group level which enables consistent oversight on ESG issues and related risks facing our company.

Boots Ireland is accredited with Business in the Community Ireland's **Business Working Responsibility Mark**. The Mark is the leading independently audited standard for CSR and Sustainability certification in Ireland. Boots Ireland were the first retailer to achieve it, and our most recent accreditation marks our fourth.

It is audited by the National Standards Authority of Ireland and is based on ISO26000 organisational sustainable governance assessment across 22 Indicators under five pillars.

GOVERNANCE APPROACH

We're committed to transparency in everything we do. Our sustainability strategy is central to our business purpose and is overseen by the Boots ESG Roundtable which sets ESG targets and reviews progress against them. The ESG Roundtable reports updates on targets and progress on a quarterly basis into the WBA CSR Committee, as well as the Boots Executive Team.

ESG Governance activities undertaken by Boots include, but are not limited to:

- Participating in the WBA-wide materiality assessment (at least every 3 years)

- Reporting sustainability data, disclosures and risk exposure and management in line with the GRI Standards and SASB, demonstrated in the WBA ESG Reports
- Monitoring and communicating on long-term ESG-related strategic partnerships
- Ensuring the integration of ESG processes within the Boots broader business, social and environmental risk management program and reputation management priorities
- Ensuring appropriate measures to undertake and implement CSR projects successfully
- Ongoing review of ESG-related policies and publication of policy statements
- Appropriate external review and benchmark of best practice in key ESG areas

CODE OF ETHICS

Boots believes that strong corporate governance is essential to achieving our overall objectives and acting as a responsible business. The WBA Code of Conduct and Ethics guides us as a company, as a team and as individuals, to make ethical decisions that stay true to our values while abiding by laws and regulations in the places where we do business. The code was update in fiscal 2021.

RISK MANAGEMENT

We continually enhance our company-wide risk mitigation activities, and when risks are identified above a certain threshold, the company develops mitigating action plans. For more information on how WBA manages risk, please see the WBA ESG Report 2021.



¹ As of January 2022

² WRAP UK