

## Our Group

2007/08 Corporate Social Responsibility Report

- Home
- About this report
- Our Group**
- Executive Chairman's statement
- Our mission, purpose and values
- Our Group today
- Our approach to CSR
- Community
- Environment
- Marketplace
- Workplace
- Performance



### Alliance Boots

Alliance Boots is an international pharmacy-led health and beauty group with two core business activities, pharmacy-led health and beauty retailing and pharmaceutical wholesaling. Working in partnership with manufacturers and pharmacists, the Group delivers a range of products and services that help millions of consumers and patients look and feel their best.

\* Figures stated are as at 31 March 2008, are approximate and include associates and joint ventures.



"Alliance Boots is an international pharmacy-led health and beauty group"

**110,000+**

over 110,000\* employees

**370+**

operating over 370\* pharmaceutical wholesale warehouses

**3,200+**

operating more than 3,200\* health and beauty retail outlets of which over 2,900\* have a pharmacy

**20+**

with a presence in over 20\* countries

**135,000+**

delivering to over 135,000\* pharmacies, doctors, health centres and hospitals

**210 million+**

dispensing more than 210 million\* items each year

- Home
- About this report
- Our Group**
- Executive Chairman's statement**
- Our mission, purpose and values
- Our Group today
- Our approach to CSR
- Community
- Environment
- Marketplace
- Workplace
- Performance

### Corporate social responsibility: at the heart of our mission

2007/08 has been an exciting year for Alliance Boots and we are proud of what we have achieved. At the same time as we drive the Group's performance forward, we always keep in mind our belief that a responsible business is a healthy business.

Above all, the trust that Alliance Boots and its predecessor businesses have earned is of incalculable importance to our success. We are committed to maintaining our tradition of excellence in corporate social responsibility, both in terms of performance and reporting.

I strongly believe that by continuing to further develop our corporate social responsibility programmes to build an even more responsible business, we will achieve our vision of becoming the world's leading pharmacy-led health and beauty group.

**Stefano Pessina**  
Executive Chairman

30 September 2008



"We are proud of what we have achieved"

Search

## Our Group

2007/08 Corporate Social Responsibility Report

- Home
- About this report
- Our Group**
- Executive Chairman's statement
- Our mission, purpose and values**
- Our Group today
- Our approach to CSR
- Community
- Environment
- Marketplace
- Workplace
- Performance

### Our mission, purpose and values

#### Our mission

Our mission is to become the world's leading pharmacy-led health and beauty group. We seek to develop our core businesses of pharmacy-led health and beauty retailing and pharmaceutical wholesaling across the world and become a significant player in many major international markets.

- Performance-driven, we aim to set high standards that are recognised as the benchmark by all our stakeholders, including employees, manufacturers, pharmacists, consumers and payors.
- We intend that our brand portfolio will lead the industry and we aim to demonstrate unparalleled expertise in formulating, marketing, selling and distributing our own brands.
- We seek to create a strong shared culture and sense of identity and belonging for our team throughout the Group.

#### Our purpose

Delivering products that help people look and feel their best.

#### Our values

We believe in making a difference and are proud of the contribution we make to the well-being of the communities we serve. Our core values are:

- **Partnership** – includes respect, understanding and working together. We create and build value through partnership and alliances, inside and outside the business. Together we can achieve more.
- **Trust** – the essence of the way we do business. We are trusted because we deliver on our promise.
- **Service** – we hold ourselves to high standards of care and service, for our customers and our people.
- **Entrepreneurship** – we are innovators, seeking new challenges and having a winning spirit.
- **Simplicity** – we are proud of being lean and efficient, uncomplicated and easy to do business with.



"We believe in making a difference"

Search

- Home
- About this report
- Our Group**
- Executive Chairman's statement
- Our mission, purpose and values
- Our Group today**
- Our approach to CSR
- Community
- Environment
- Marketplace
- Workplace
- Performance

## Our Group today

We are a leading international pharmacy-led health and beauty group with two core business activities, pharmacy-led health and beauty retailing and pharmaceutical wholesaling.

### Pharmacy-led health and beauty retailing

Alliance Boots, including our associates and joint ventures, has pharmacy-led health and beauty retail businesses in nine\* countries, each business focused on helping people look and feel better.

We, together with our associates and joint ventures, operate more than 3,200\* health and beauty retail outlets of which over 2,900\* have a pharmacy. In Europe we are the clear market leader in pharmacy with outlets in the UK, Norway, Republic of Ireland, The Netherlands, Italy and Russia and we also have pharmacies in Thailand. Our associates and joint ventures operate pharmacies in Switzerland, China and Italy. In addition a further 26\* Boots outlets operate on a franchised basis in the Gulf.

### Pharmaceutical wholesaling

Our pharmaceutical wholesale businesses, together with our associates and joint ventures, supply medicines, other healthcare products and related services to over 135,000\* pharmacies, doctors, health centres and hospitals from over 370\* warehouses in 15\* countries. In addition, our associates themselves have associates in a further two countries.

### Products

Both our Divisions are increasingly seeking to enhance their customer offering through accelerating the development of differentiated products.

\* Figures stated are as at 31 March 2008, are approximate and include associates and joint ventures.



**"We are a leading international pharmacy-led health and beauty group"**