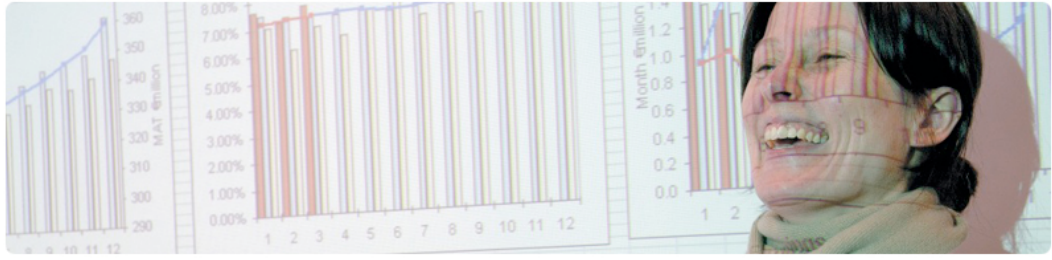


# Performance

2007/08 Corporate Social Responsibility Report

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## Performance

We are pleased with our achievements over the last year in terms of developing and embedding our corporate social responsibility agenda. We have gained recognition for our efforts, for example from "Business in the Community" in the UK, however, we are not complacent. Going forward, the central challenges for Alliance Boots are to deliver on the commitments made in this report and to ensure that we make continuous improvements to the way we operate as a corporate citizen.

The following pages of this site set out our objectives for the coming year, outline our compliance with the "Global Reporting Initiative" and detail all prosecutions and environmental incidents in 2007/08.

"We are pleased with what we have achieved over the last year"

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## Summary 2008/09 targets

### Targets 2008/09: Community

- To achieve take up of "Give As You Earn Schemes" across the Group to 5% of employees (in countries where such schemes are allowed).
- To work with health bodies and government departments where we operate to deliver initiatives that improve the health and wellbeing of people.
- To develop campaigns and information that support the public health agenda.
- To share knowledge and experiences across the Group at a corporate social responsibility meeting.
- To develop charitable giving programmes in each country where Alliance Boots has a business.

### Targets 2008/09: Environment

To improve the sustainability of our business operations.

It is recognised that all businesses are at different stages on this journey and during the course of the year each will develop their own strategy which is appropriate to their circumstances and those prevailing in their country of domicile.

### Targets 2008/09: Marketplace

- For the directors and employees of Alliance Boots to continue to act in accordance with approved corporate governance directives and the Group's Code of Conduct.
- To act with complete integrity in the development of new products and services and maintain existing standards of stewardship for those that already exist.
- To raise over £1 million for charity partners across our businesses.
- Extend the scope of our supplier verification programme beyond the existing Boots brand supplier framework to include the manufacturing sites of other suppliers of own label goods to Alliance Boots.

### Targets 2008/09: Workplace

- To introduce a more consistent approach to health and safety across the Group.
- To deliver a workplace health programme that is aligned to the business and makes a positive contribution to the health and wellbeing of our people.
- To introduce a localised form of "Great Place To Work" survey to all parts of the Group.
- To continue to communicate regularly with all employees across the Group.



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## GRI index

This CSR Report should be read in conjunction with our Annual Review, Code of Conduct and Group Policy Statements.

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### 1. Strategy and analysis Hide (-)

Indicator	Description	Report reference
1.1	Statement from the most senior decision maker of the organisation (e.g., CEO, chair or equivalent senior position) about the relevance of sustainability to the organisation and its strategy.	<a href="#">Executive Chairman's statement</a>
1.2	Description of key impacts, risks and opportunities.	<a href="#">About this report</a>

### 2. Organisational profile Hide (-)

Indicator	Description	Report reference
2.1	Name of the organisation.	<a href="#">Alliance Boots</a>
2.2	Primary brands, products, and/or services.	<a href="#">Alliance Boots</a>
2.3	Operational structure including main divisions, operating companies, subsidiaries, joint ventures.	<a href="#">Our Group today</a>
2.4	Location of organisation's headquarters.	<a href="#">Prosecutions and environmental incidents</a> <a href="#">Our Group today</a>
2.5	Number of countries where the organisation operates and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	<a href="#">Our Group today</a>
2.6	Nature of ownership and legal form.	<a href="#">Prosecutions and environmental incidents</a>
2.7	Markets served (geographic breakdown, sectors served and types of customers/beneficiaries).	<a href="#">Our Group today</a>
2.8	Scale of the reporting organisation, including: number of employees; net sales; total capitalisation broken down in terms of debt and equity; and quantity of products or services provided.	<a href="#">Alliance Boots</a>
2.9	Significant changes during the reporting period regarding size, structure or ownership.	<a href="#">Corporate social responsibility in our Group</a>
2.10	Awards received in the reporting period.	<a href="#">Our environment</a>

### 3. Report parameters Hide (-)

Indicator	Description	Report reference
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Specified on each data chart provided.
3.2	Date of most recent previous report (if any).	<a href="#">About this report</a> <a href="#">Our approach to corporate social responsibility</a>
3.3	Reporting cycle (annual, biennial).	<a href="#">About this report</a>
3.4	Contact point for questions regarding the report or its contents.	<a href="mailto:enquiries@allianceboots.com">enquiries@allianceboots.com</a>

#### Report scope and boundary

3.5	Process for defining report content, including: determining materiality; prioritising topics within the report; identifying stakeholders the organisation expects to use the report.	<a href="#">Prosecutions and environmental incidents</a>
3.6	Boundary of the report (countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	<a href="#">Prosecutions and environmental incidents</a>
3.7	State any specific limitations on the scope or boundary of the report.	<a href="#">Prosecutions and environmental incidents</a>
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period or between organisations.	<a href="#">Prosecutions and environmental incidents</a>
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of indicators and other information.	<a href="#">Our approach to corporate social responsibility</a>
3.10	Explanation of the effect of any re-statements of information provided in earlier reports and the reasons for such re-statement (mergers/acquisitions, change of base years/periods etc.).	<a href="#">Our approach to corporate social responsibility</a>
3.11	Significant changes from previous reporting periods in scope, boundary, measurement methods.	<a href="#">Our approach to corporate social responsibility</a>

#### GRI content index

3.12	Table identifying the location of the Standard Disclosures in the report.	<a href="#">GRI index</a>
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Indicator	Description	Report reference
<b>Assurance</b>		
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope, basis and relationship with any assurance.	Internal, no external verification

#### 4. Governance, commitments and engagement

Hide (-)

Indicator	Description	Report reference
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	<a href="#">Leadership</a>
4.2	Indicate whether the chair of the highest governance body is also an executive officer.	<a href="#">Leadership</a>
4.3	For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	<a href="#">Leadership</a>
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance.	<a href="#">Stakeholder dialogue</a>
4.5	Linkage between compensation for members of the highest governance body, senior managers and executives and the organisation's performance (including social/environmental performance).	<a href="#">Leadership</a>
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	<a href="#">Corporate social responsibility risk management</a>
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organisation's strategy on economic, environmental and social topics.	<a href="#">Leadership</a>
4.8	Internally developed statements of mission or values, codes of conduct and principles relevant to economic, environmental and social performance and the status of their implementation. Explain the degree to which these are applied across the organisation and relate to international standards.	<a href="#">Our mission, purpose and values</a>
4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental and social performance, including relevant risks and opportunities and compliance with internationally agreed standards, codes of conduct and principles.	<a href="#">Community 2007/08 targets</a> <a href="#">Environment 2007/08 targets</a> <a href="#">Marketplace 2007/08 targets</a> <a href="#">Workplace 2007/08 targets</a> <a href="#">Performance Summary 2008/09 targets</a>
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance.	<a href="#">Performance Summary 2008/09 targets</a>
<b>Commitments to external initiatives</b>		
4.11	Explanation of how the precautionary approach or principle is addressed by the organisation.	<a href="#">Our approach to corporate social responsibility</a>
4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organisation subscribes or endorses.	<a href="#">Our approach to corporate social responsibility</a>
4.13	Memberships in associations and/or national/international advocacy organisations in which the organisation: has positions in governance bodies; participates in projects or committees; provides substantive funding beyond routine membership dues; or views membership as strategic.	<a href="#">Our approach to corporate social responsibility</a>
<b>Stakeholder engagement</b>		
4.14	List of stakeholder groups engaged by the organisation: communities; civil society; customers; shareholders and providers of capital; suppliers; and employees, other workers and their trade unions.	<a href="#">Stakeholder dialogue</a>
4.15	Basis for identification and selection of stakeholders with whom to engage.	<a href="#">Stakeholder dialogue</a>
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and group.	<a href="#">Stakeholder dialogue</a>
4.17	Key topics and concerns that have been raised through stakeholder engagement and how the organisation has responded to those key topics and concerns, including through its reporting.	<a href="#">Stakeholder dialogue</a>

#### Economic

Hide (-)

Indicator	Description	Report reference
<b>Economic performance</b>		
EC1	Economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments. (Core)	<a href="#">Our community</a> <a href="#">Our environment</a> <a href="#">Marketplace</a> <a href="#">Our workplace</a>
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change. (Core)	<a href="#">Our environment</a>
EC3	Coverage of the organization's defined benefit plan obligations. (Core)	<a href="#">Our workplace</a>

Indicator	Description	Report reference
EC4	Significant financial assistance received from government. (Core)	
<b>Market presence</b>		
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. (Additional)	<a href="#">Our workplace</a>
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation. (Core)	<a href="#">Waste and recycling</a>
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. (Core)	<a href="#">Waste and recycling</a>
<b>Indirect Economic Impacts</b>		
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement. (Core)	<a href="#">Our community</a> <a href="#">Our environment</a> <a href="#">Marketplace</a> <a href="#">Our workplace</a>
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts. (Additional)	<a href="#">Alliance Boots</a> <a href="#">Our approach to corporate social responsibility</a>

## Environmental

Hide (-)

Indicator	Description	Report reference
<b>Materials</b>		
EN1	Materials used by weight or volume. (Core)	<a href="#">Waste and recycling</a>
EN2	Percentage of materials used that are recycled input materials. (Core)	<a href="#">Waste and recycling</a>
<b>Energy</b>		
EN3	Direct energy consumption by primary energy source. (Core)	<a href="#">Our environment</a>
EN4	Indirect energy consumption by primary source. (Core)	<a href="#">Our environment</a>
EN5	Energy saved due to conservation and efficiency improvements. (Additional)	<a href="#">Our environment</a>
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. (Additional)	<a href="#">Our environment</a>
EN7	Initiatives to reduce indirect energy consumption and reductions achieved. (Additional)	
<b>Water</b>		
EN8	Total water withdrawal by source. (Core)	Not recorded
EN9	Water sources significantly affected by withdrawal of water. (Additional)	<a href="#">Sustainable products</a>
EN10	Percentage and total volume of water recycled and reused. (Additional)	Not recorded
<b>Biodiversity</b>		
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. (Core)	This specifically relates to UK Health & Beauty and will be listed separately
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. (Core)	This specifically relates to UK Health & Beauty and will be listed separately
EN13	Habitats protected or restored. (Additional)	This specifically relates to UK Health & Beauty and will be listed separately
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity. (Additional)	This specifically relates to UK Health & Beauty and will be listed separately
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. (Additional)	This specifically relates to UK Health & Beauty and will be listed separately
<b>Emissions, Effluents, and Waste</b>		
EN16	Total direct and indirect greenhouse gas emissions by weight. (Core)	Issues are dealt with in section 5, certain elements not recorded
EN17	Other relevant indirect greenhouse gas emissions by weight. (Core)	Issues are dealt with in section 5, certain elements not recorded
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved. (Additional)	Issues are dealt with in section 5, certain elements not recorded
EN19	Emissions of ozone-depleting substances by weight. (Core)	Issues are dealt with in section 5, certain elements not recorded
EN20	NOx, SOx, and other significant air emissions by type and weight. (Core)	Issues are dealt with in section 5, certain elements not recorded
EN21	Total water discharge by quality and destination. (Core)	Issues are dealt with in section 5, certain elements not recorded
EN22	Total weight of waste by type and disposal method. (Core)	Issues are dealt with in section 5, certain elements not recorded

Indicator	Description	Report reference
EN23	Total number and volume of significant spills. (Core)	Issues are dealt with in section 5, certain elements not recorded
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally. (Additional)	Issues are dealt with in section 5, certain elements not recorded
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff. (Additional)	Issues are dealt with in section 5, certain elements not recorded
<b>Products and Services</b>		
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. (Core)	<a href="#">Waste and recycling</a>
EN27	Percentage of products sold and their packaging materials that are reclaimed by category. (Core)	<a href="#">Waste and recycling</a>
<b>Compliance</b>		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. (Core)	<a href="#">Prosecutions and environmental incidents</a>
<b>Transport</b>		
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce. (Additional)	<a href="#">Transport</a>
<b>Overall</b>		
EN30	Total environmental protection expenditures and investments by type. (Additional)	Not recorded within this report/ available to the Board

#### Social Performance: Labour Practices & Decent Work

Hide (-)

Indicator	Description	Report reference
<b>Employment</b>		
LA1	Total workforce by employment type, employment contract, and region. (Core)	<a href="#">Our workplace</a>
LA2	Total number and rate of employee turnover by age group, gender, and region. (Core)	<a href="#">Our workplace</a>
<b>Labour/Management Relations</b>		
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. (Additional)	Not applicable
LA4	Percentage of employees covered by collective bargaining agreements. (Core)	Code of Conduct
<b>Occupational Health and Safety</b>		
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. (Core)	Code of Conduct
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. (Additional)	Code of Conduct
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region. (Core)	<a href="#">Performance</a>
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. (Core)	Training and development
<b>Training and Education</b>		
LA9	Health and safety topics covered in formal agreements with trade unions. (Additional)	Health and safety
LA10	Average hours of training per year per employee by employee category. (Core)	Training and development
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. (Additional)	Training and development
<b>Diversity and Equal Opportunity</b>		
LA12	Percentage of employees receiving regular performance and career development reviews. (Additional)	<a href="#">Our workplace</a>
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. (Core)	<a href="#">Our workplace</a>
LA14	Ratio of basic salary of men to women by employee category. (Core)	<a href="#">Our workplace</a>

#### Social Performance: Human Rights

Hide (-)

Indicator	Description	Report reference
<b>Investment and Procurement Practices</b>		
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. (Core)	Code of Conduct and Group policy statements

Indicator	Description	Report reference
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. (Core)	<a href="#">Supplier verification</a>
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained. (Additional)	Not recorded but in Code of Conduct
<b>Non-Discrimination</b>		
HR4	Total number of incidents of discrimination and actions taken. (Core)	<a href="#">Prosecutions and environmental incidents</a>
<b>Freedom of Association and Collective Bargaining</b>		
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights. (Core)	Not recorded but in Code of Conduct
<b>Child Labour</b>		
HR6	Operations identified as having significant risk for incidents of child labour, and measures taken to contribute to the elimination of child labour. (Core)	<a href="#">Corporate social responsibility risk management</a>
<b>Forced and Compulsory Labour</b>		
HR7	Operations identified as having significant risk for incidents of forced or compulsory labour, and measures to contribute to the elimination of forced or compulsory labour. (Core)	<a href="#">Corporate social responsibility risk management</a>
<b>Security Practices</b>		
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations. (Additional)	Not recorded
<b>Indigenous Rights</b>		
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken. (Additional)	None

#### Social Performance: Society

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Indicator	Description	Report reference
<b>Community</b>		
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting. (Core)	<a href="#">Our community</a>
<b>Corruption</b>		
SO2	Percentage and total number of business units analyzed for risks related to corruption. (Core)	<a href="#">Our approach to corporate social responsibility</a>
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures. (Core)	<a href="#">Our approach to corporate social responsibility</a> <a href="#">Our community</a> <a href="#">Our environment</a> <a href="#">Marketplace</a> <a href="#">Our workplace</a>
SO4	Actions taken in response to incidents of corruption. (Core)	None
<b>Public Policy</b>		
SO5	Public policy positions and participation in public policy development and lobbying. (Core)	<a href="#">Code of Conduct and Group policy statement</a>
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. (Additional)	No contributions made
<b>Anti-Competitive Behavior</b>		
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. (Additional)	<a href="#">Prosecutions and environmental incidents</a>
<b>Compliance</b>		
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. (Core)	<a href="#">Prosecutions and environmental incidents</a>

#### Social Performance: Product Responsibility

Hide (-)

Indicator	Description	Report reference
<b>Customer Health and Safety</b>		
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. (Core)	Whole report
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. (Additional)	<a href="#">Health and safety</a> <a href="#">Prosecutions and environmental incidents</a>

#### Products and Service Labeling

Indicator	Description	Report reference
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. (Core)	All products correctly labelled
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. (Additional)	<a href="#">Health and safety</a> <a href="#">Prosecutions and environmental incidents</a>
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. (Additional)	Dedicated customer support teams
<b>Marketing Communications</b>		
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. (Core)	Specific training to those directly responsible
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes. (Additional)	None
<b>Customer Privacy</b>		
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. (Additional)	None
<b>Compliance</b>		
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. (Core)	<a href="#">Health and safety</a> <a href="#">Prosecutions and environmental incidents</a>

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## Prosecutions and environmental incidents

We had no Category 3 incidents (ie spills/pollution which are not contained within the outer boundary of company premises) which is the most serious category of incidents. There was however one prosecution which related to an incident in 2006/07.



### Prosecution – Health & Beauty Division

- This relates to an incident reported in 2006/07 where an underground effluent main leaked resulting in contamination of a small brook which runs within the boundary of our Nottingham site in the UK. Clean up and remediation work started immediately, however a fine of £13,000 including costs was imposed.

In total there were seven different environmental incidents during 2007/08. Below are details of these, all of which are mentioned as part of GRI methodology:

### Contract Manufacturing

**(Low impact (Class 1) – Spills/pollution incidents which are confined to the immediate area)**

- A 9000-litre batch of product spilled on to one of our manufacturing factory floors. The spill was part recovered as waste and part washed into effluent drain which is allowable under our discharge consents.

### Health & Beauty

**(Low impact (Class 1) – Spills/pollution incidents which are confined to the immediate area)**

- Escape of paper and liquid substance from a waste contractor's vehicle on one of our UK sites. Spill contained.
- Hydraulic system on a compactor failed, oil spill in dock well. Spill contained.
- Excavator damage to onsite effluent pipe spilling small quantity of effluent into new pipe trench; Spillage contained.
- Effluent pipe failed beneath service trench; spill contained in local area.

### Health & Beauty

**(Medium impact (Class 2) – Spills/pollution incidents which are not contained within the immediate area but do not go over the outer boundary)**

- A lorry on one of our UK sites was in collision with a concrete block causing a rupture to its fuel tank. The fuel leaked until the lorry was stopped before leaving the site. Spillage cleaned up and contained on site.
- Sediment found in surface water drain following site excavation work drain re-routed to foul sewer until sediment was clear.

### Environmental incidents

for the year ended 31 March 2008

	Health & Beauty	Pharmaceutical Wholesale	Contract Manufacturing & Corporate
High impact (Class 3) – Spills / pollution incidents which are not contained within the outer boundary of the company premises	–	–	–
Medium impact (Class 2) – Spills / pollution incidents which are not contained within the immediate area but do not go over the outer boundary	2	–	–
Low Impact (Class 1) – Spills / pollution incidents which are confined to the immediate area	4	–	1
Prosecutions / fines – Spills / pollution incidents which resulted in a prosecution or fine during the financial year (even if the incident occurred in previous years)	1	–	–

### About this report

All figures are on a pro forma basis as if the two former groups had always been combined and the acquisition of Alliance Boots plc by AB Acquisitions Limited had taken place prior to 31 March 2006.

The data included in this report comprises all our businesses in which we have a controlling interest. Associate businesses or joint ventures are not included. The data is consistently grouped in three areas; Health & Beauty, Pharmaceutical Wholesale and Contract Manufacturing & Corporate.

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