

What we stand for

Ever since John Boot opened his first shop to sell affordable remedies to the poor of Nottingham in 1849, healthcare has been at the heart of our business. As our business has grown over the last century and a half, we have played an increasingly important role in the everyday lives of millions of people.

We see evidence of that every day in our stores, but we also have independent verification in the form of a 2003 survey by The Future Foundation which found Boots to be the most trusted of all the companies included in the study.

We're proud of being one of Britain's most trusted retailers, and keenly aware that our continued success depends upon our maintaining this reputation. We believe that the Boots brand is a massively valuable asset, and its essence is succinctly expressed in the sign-off to the advertising campaign we launched in 2005/06:

Trust 



Our manufacturing and distribution operation

Boots develops and manufactures many of its own brand products.

Manufacturing: We manufacture medicines and toiletries at our headquarters site in Nottingham, and we also produce skincare products and cosmetics at two factories in France and Germany. As well as own-brand and exclusive brand products for BTC and BRI, we also manufacture products for third party proprietary brand owners. Around 2,360 people work in our factories.

Distribution: The group's distribution function employs around 3,430 people, working from five major warehouses and 17 distribution centres, which are operated by Boots and several third party logistics partners.