



2020

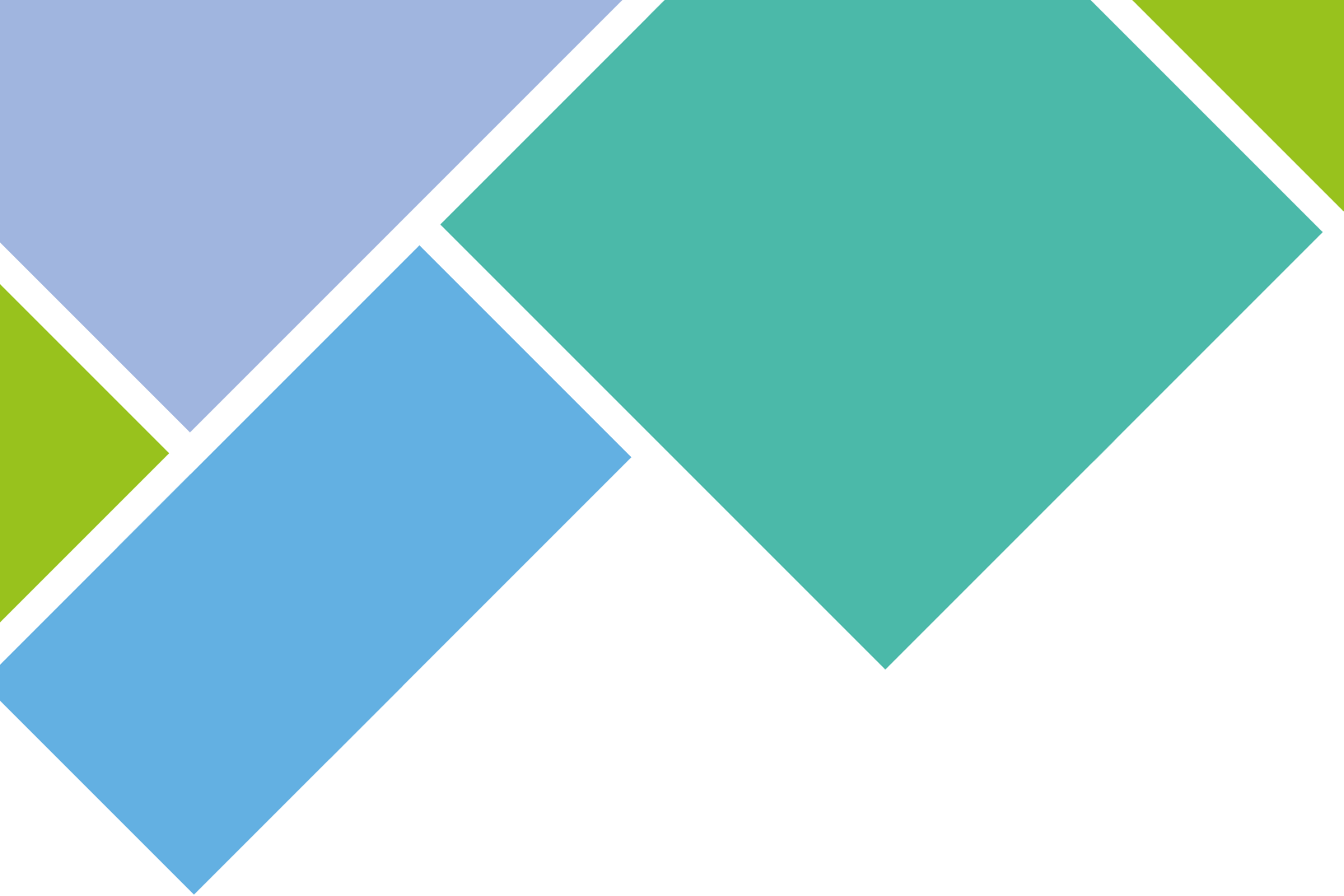
# At the Heart of Health

Corporate Social Responsibility Report



Walgreens Boots Alliance

#WeAreWBA





**Walgreens Boots Alliance**

**We are a leading global pharmacy retailer and wholesaler. As a health and well-being enterprise our purpose is to help people across the world lead healthier and happier lives.**

At the Heart of Health is our annual Corporate Social Responsibility report, covering our CSR initiatives, sustainability progress and Environmental, Social and Governance (ESG) performance for the fiscal year ended Aug. 31, 2020.

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### MORE INFO

We invite you to read further about our work on racial equity in our first global [WBA Diversity & Inclusion Report](#).

# Message from Our Leaders

(GRI 102-14)

**Our company was on the front lines of the global COVID-19 pandemic during fiscal 2020, responding to critical societal needs for access to healthcare, trustworthy information and innovative solutions. While the pandemic has presented enormous challenges, we are immensely proud of how our people are responding, working tirelessly, putting the health, safety and well-being of our customers and patients at the forefront and rapidly adapting our business model.**

We are proud to be a vital part of the solution to bring the pandemic to an end as we support vaccine education, distribution and administration. Our role as part of communities and patient-care teams has never been more clear.

As a leading global pharmacy retailer and distributor that provides an essential public service, it is our responsibility and a business imperative to operate sustainably for people and the planet at all times, but especially in times of crisis. This unprecedented and ongoing emergency has given us an opportunity to reinforce ourselves as a caring corporate citizen and we are emerging even more resilient for the future.

Throughout the pandemic we have listened to our stakeholders, including customers and patients, our valued employees and our business partners. Examples of our response to their evolving needs include: partnering with government agencies and businesses to implement COVID-19 testing, enhancing workplace safety and flexibility, waiving fees for medication delivery in certain markets and expanding online shopping and pick-up options.

Another focus during fiscal 2020 has been racial equity, as communities across the U.S. and around the world press for progress on this issue. We responded by making clear that our company values racial justice, listening to our diverse employees regarding their needs and bolstering our already robust diversity, equity and inclusion (DEI) initiatives. Our board of directors has increased its own diversity and the board's Compensation and Leadership Committee has approved linking a portion of incentive pay to performance on our DEI goals.



“

**It is our responsibility and a business imperative to operate sustainably for people and the planet at all times, but especially in times of crisis.**

”

Our pharmacies are embedded in diverse communities and we work to address healthcare disparities such as access, affordability and quality of service that most often affect people who live in underserved areas.

The urgent issues of the past year have underlined the importance of sustainability for all enterprises and have reinforced our healthcare-centric Corporate Social Responsibility (CSR) strategy, which is aligned with our business, our expertise and our area of influence. By consistently responding to social and environmental needs in an accountable way over a number of years, and through strong CSR governance, we believe we are creating long-term value for our investors, customers, patients, employees and for society at large. WBA joined the Dow Jones Sustainability North America Index in 2020, a recognition of the company's outstanding performance in corporate sustainability.

We partner with an array of organizations to maximize our positive impact and our influence for good. In 2020, we joined the United Nations Global Compact (UNGC), a voluntary leadership platform for the development, implementation and disclosure of responsible business practices. We look forward to continuing to align our operations and strategies with the UNGC principles and to furthering our action on the UN Sustainable Development Goals (SDGs).

We are pleased to report our ongoing progress on our sustainability commitments in our 2020 CSR Report including updates on our initiatives and our performance.

As the company announced on Jan. 26, Rosalind (Roz) Brewer has been appointed as WBA's new chief executive officer, effective on March 15, 2021. We look forward to her contributions to running a sustainable enterprise. As both of us transition into new roles on the board, we anticipate continuing to prioritize this agenda.

As always, we are deeply grateful to our loyal customers and dedicated employees whose generosity and dedication make a positive difference in the world every day.

*January 27, 2021*

[James A. Skinner](#)

Executive Chairman,  
Walgreens Boots Alliance, Inc.

[Stefano Pessina](#)

Executive Vice Chairman  
and Chief Executive Officer,  
Walgreens Boots Alliance, Inc.



#### AWARD

Ornella Barra was highly commended for her leadership at the 2020 Responsible Business Awards.

## Q&A with Our CSR Committee Chair

(GRI 102-14)

### How did WBA adapt its environmental, social and governance priorities in the pandemic?

COVID-19 has had a profound and, in many cases, tragic impact on our communities, our customers and our people. We have played a crucial role in society, as patients, consumers and businesses depend on us for medications, expert information and care, essential items purchased and delivered in a safe environment and increasingly for COVID-19 testing and vaccinations. This global health crisis has underscored our existing approach to sustainability - which is centered in healthcare - and elevated our top CSR issue of healthcare access.

I am proud of the dynamic way we stepped up to make a difference during this unprecedented emergency, engaging with our employees and our external stakeholders to understand their needs and then responding with agility.

We have stayed true to our key CSR areas: partnering with community organizations to improve societal health and well-being, protecting the planet, doing business fairly and with integrity, and fostering a safe and inclusive workplace.

### What were some important achievements for WBA as a corporate citizen during fiscal 2020?

While it was essential to adapt to rapid change, we are also proud to report that we remained on track with our long-term commitments, such as working with our charity partners and with cancer organizations to help people in need, managing and reducing our waste and emissions and enhancing certain employee benefits during difficult times.

We made sure our efforts were relevant and safe during COVID-19. For example, for Red Nose Day, we quickly pivoted to create digital red noses, raising more than \$15 million, and allowing customers to participate in a safe way. In the UK, to extend support for people living with cancer during lockdown, we made Boots Macmillan Information Pharmacist consultations available digitally, free of charge.

We continued our work with cancer organizations, raising \$10.8 million for The Leukemia & Lymphoma Society (LLS) and Susan G. Komen in the first year of a five-year commitment to raise \$25 million. We have helped provide life-changing vitamins to more than 250 million women and children around the world through our partnership with Vitamin Angels.

### What CSR activities inspired you during fiscal 2020?

It was so stirring to see the innovative ways our people and our businesses responded to the pandemic, doing their part, helping communities and making a difference. There are numerous examples in the Our Response to COVID-19 section and elsewhere throughout this report.

I am grateful to all of our pharmacists for their dedication and caring, to everyone who works on the front lines at our stores, and to the staff at our warehouses and distribution centers who fulfilled their mission to deliver essential public goods and services in an exemplary manner.

### What have you and WBA learned from the racial equity movement?

I was struck by the passion of the movement in the U.S., and around the world, after the tragic killing of George Floyd. WBA leadership set up Town Halls to listen to our communities and our employees. I have learned that even though we can be proud of our long history of work on diversity and inclusion, we must do more to advance racial equity. This applies to us as an employer and as a healthcare provider.

We are absolutely committed to being a catalyst for change both within our company and in the communities where we operate.

My heartfelt thank you to everyone who is on this journey with us, working to be caring and responsive corporate citizens.

#### Ornella Barra

Co-Chief Operating Officer, Walgreens Boots Alliance, Inc.  
Chairman of the Corporate Social Responsibility Committee



# Our Vision, Purpose and Values

(GRI 102-16)

## OUR VISION

Be the first choice for pharmacy, well-being and beauty – caring for people and communities around the world

## OUR PURPOSE

We help people across the world lead healthier and happier lives

## OUR VALUES

Walgreens Boots Alliance takes seriously its aim of inspiring a healthier and happier world, as reflected in our core values:



### TRUST

Respect, integrity and candor guide our actions to do the right thing



### CARE

Our people and customers inspire us to act with commitment and passion



### INCLUSION

We are empowered to bring our authentic selves to an open, welcoming and equitable workplace



### INNOVATION

We cultivate an open and entrepreneurial mind-set in all that we do



### PARTNERSHIP

We work collaboratively with each other and our partners to win together



### DEDICATION

We work with rigor, simplicity and agility to deliver exceptional results



Directly employs more than 331,000\* people



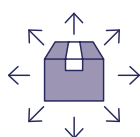
Operations in 17 countries



The largest retail pharmacy, health and daily living destination across the U.S. and Europe



A global leader in pharmacy-led, health and well-being retail with more than 13,000 stores in 9 countries



Global pharmaceutical wholesale and distribution network with more than 300 distribution centers in 11 countries



One of the world's largest purchasers of prescription drugs

# At a Glance: WBA

(GRI 102-3, 102-4, 102-9, 103-1, 103-2, 103-3, 201-1)

**Walgreens Boots Alliance is a global leader in retail and wholesale pharmacy, with sales of \$139.5 billion in the fiscal year ended Aug. 31, 2020. We touch millions of lives every day by dispensing and distributing medicines, and through our convenient retail locations, digital platforms and health and beauty products. We have more than 100 years of trusted healthcare heritage and innovation in community pharmacy care and pharmaceutical wholesaling.**

The three divisions that make up our company are Retail Pharmacy USA, Retail Pharmacy International and Pharmaceutical Wholesale. Our retail and wholesale brands include Walgreens, Duane Reade, Boots and Alliance Healthcare.

WBA also has multiple portfolios of highly regarded and long-established product brands. This includes our increasingly global skincare and beauty product brands No7, Soap & Glory, Liz Earle, Botanics, Sleek MakeUP and YourGoodSkin; our Boots health and beauty lines including Boots Pharmaceuticals over-the-counter remedies and Soltan sun care; and numerous Walgreens owned brands across a range of categories including Nice! food and beverages, Walgreens over-the-counter products and Complete Home household goods.

More information about our divisions and our owned brands can be found on our [corporate website](#) and in our [Annual Report](#).

WBA has a complex international supply chain involving relationships with numerous suppliers in areas such as pharmaceuticals, consumer products, owned brands, business services, supply chain services, goods for our operations and more.

\*All figures are as of Aug. 31, 2020, excluding equity method investments. Including its equity method investments in U.S. drug wholesaler AmerisourceBergen, Chinese pharmacy chain GuoDa and other companies, WBA employs more than 450,000 people in more than 25 countries.



# Highlights and Recognitions

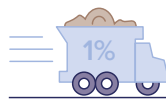


TOGETHER,  
WE CAN



Raised more than \$15M for Red Nose Day in the USA and £1.1M (\$1.4M) for BBC Children in Need in the UK\*

WBA joined United Nations Global Compact - deepening commitment to Sustainable Development Goals



1%

Boots UK sent less than 1% of operational waste to landfill for a 2nd year running\*



7%

of electricity consumed by WBA businesses came from renewable sources\*

WBA employees reported more than 118,000 volunteer hours\*

Walgreens scored 100 for 4th year running on Disability Equality Index

WBA joined the Dow Jones Sustainability North America Index



**MACMILLAN  
CANCER SUPPORT**

For the 2nd year running, Boots UK - Macmillan Cancer Support partnership was voted Most Admired Corporate-NGO partnership in the C&E Barometer



Launched BBC Earth sustainable gift line in Boots UK stores

\*During fiscal 2020.

Walgreens won U.S. Chamber of Commerce Foundation 2020 Citizens Award for Get a Shot. Give a Shot. program

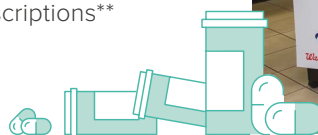


Boots UK has raised £19M+ (\$28.5M) for Macmillan Cancer Support, thanks to employees and customers\*\*

Removed 270+ metric tonnes of plastic from Boots UK 2019 holiday gift product lines

1,400 tons

Walgreens has safely disposed of more than 1,400 tons (1,270 metric tonnes) of unwanted prescriptions\*\*



Walgreens joined groundbreaking Beyond the Bag consortium to help find a game-changing solution to single-use plastic retail bags



Cruelty Free International Leaping Bunny certification for Botanics skincare brand



Responsible Business of the Year 2019 - 2020

Boots UK recognized as Responsible Business of the Year 2019-2020 by Business in the Community

\*During fiscal 2020. \*\*Accumulated total over life of program, as of Aug. 31, 2020.

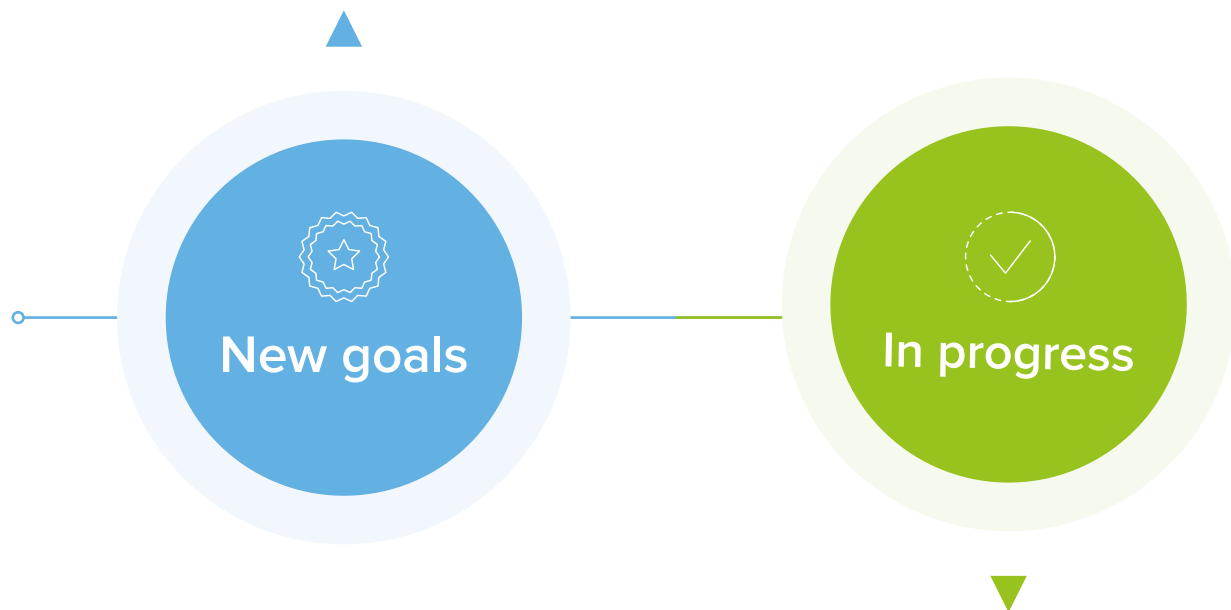
# Progress Dashboard

We are committed to transparent and accountable reporting on our sustainability goals. On these two pages we show our progress on each goal as of Aug. 31, 2020.

**WBA: 3 percentage point** increase in women in leadership in fiscal 2021

**Retail Pharmacy USA division: 2 percentage point** increase in people of color in leadership in fiscal 2021

**Boots UK: Be 100%** plastic-free in online deliveries by 2021



**Walgreens: Hire 5,000** U.S. veterans through the Helping Veterans with Educational and Retail Opportunities (HERO) program by November 2023

**470 hired**

**WBA: Raise €5M** for the European Organisation for Research and Treatment of Cancer (EORTC) by fiscal 2023

**Many fundraising events canceled due to COVID-19**

**Boots UK owned brands and Global Brands:**

**75%** physically certified palm oil and palm oil derivatives by fiscal 2021

**40% reached**

**WBA:**

Help provide a total of **100M** immunizations for children in developing countries by fiscal 2024, with Get a Shot. Give a Shot. and the United Nations Foundation

**60M provided**

**Walgreens:**

Contribute more than **\$25M** to the Susan G. Komen and The Leukemia & Lymphoma Society by fiscal 2024

**\$10.8M raised**

**WBA:** Help **400M** women and children by providing vitamins and minerals through Vitamin Angels by fiscal 2023

**250M+ provided**

**Boots UK: REACH** The UK Plastics Pact 2025 goals

**Boots reported progress in WRAP's member progress tracker published in December 2019**

**Walgreens:**

Donate **\$5M** worth of flu shot vouchers by fiscal 2024

**\$3M+ worth of flu vouchers donated**

**WBA:**

**ELIMINATE**

chemicals on our Restricted Substances List (RSL) from certain categories of owned brand products by fiscal 2021

**Close to 100% of in-scope Boots UK and Global Brands owned brand products and close to 99% of in-scope Walgreens owned brand products in compliance**



**On track**



**Complete**

**Walgreens:** Reduce energy intensity by **20%** across **100M** square feet of retail space by fiscal 2020 compared with a fiscal 2011 baseline

**Walgreens:** Install time-delay safes in more than **7,900** stores to help combat opioid abuse







# Our Approach to CSR

(GRI 101, 102-15, 102-17, 102-18, 102-20, 102-22, 102-23, 102-24, 102-26, 102-29, 102-30, 102-31, 102-32, 102-46, 102-54, 103-1, 103-2, 103-3, 416-1, 417-1)

**Every day our company touches millions of lives across the world, through dispensing and distributing medications, our retail stores in convenient locations stocking essential items and our health, wellness and beauty products. Our more than 13,000 retail pharmacies in the U.S., the UK, Ireland, Lithuania, the Netherlands, Norway, Thailand, Mexico and Chile are embedded in communities as are the thousands of points of care that we distribute to in Europe, Turkey and Egypt.**

We deliver healthcare and support communities through both our day-to-day operations and our business values. These essential roles shape our approach to sustainability, which is central to fulfilling our purpose to help people lead healthier and happier lives. Healthcare is at the center of our CSR framework, reflecting our operations and our business strategy to develop neighborhood health destinations and to digitalize our company and innovate in the delivery of healthcare products and services.

Our healthcare-centric strategy includes permanent, ongoing consultations with a wide range of stakeholders who tell us that we can have a profound impact on the world by improving health access and affordability, and through consumer health education and awareness. The COVID-19 pandemic confirmed our impact in healthcare as we worked tirelessly to deliver trustworthy health and safety information, to provide essential products and services, to implement testing centers and to help keep our people and our customers safe.



WBA operates in a fast-changing global business landscape that was especially fluid during fiscal 2020 when we adapted our business offerings and strategy, as well as our ongoing CSR programs, to changing needs. As explained in the CSR Materiality section of this report, during 2020 we began a new CSR materiality assessment, which will inform us as we evolve our strategy. We look forward to communicating the outcomes of this exercise in our 2021 CSR Report.

We continue to build on the longstanding history of corporate citizenship built over more than a century in our legacy businesses Boots and Walgreens.

## Our CSR Commitments

**Our CSR strategy is anchored in 12 commitments in four priority areas and aligned with our material CSR topics.**

Our report is organized into four sections, matching the priority areas: Healthy Communities, Healthy Planet, Sustainable Marketplace and Healthy and Inclusive Workplace. In each section, we follow GRI requirements to explain how we manage our material CSR topics - our impacts on people and the planet. In each section, we also report our progress on the corresponding commitments for that priority area.



### Healthy Communities

We engage with local communities to improve societal health and well-being through:

- Programs and campaigns to improve access to affordable, quality healthcare and awareness about critical health issues
- Efforts to help combat opioid abuse and prevent overdose-related deaths
- Partnerships, particularly aiming to:
  - Help support people living with cancer at every moment of their journey
  - Enable young people across the world achieve their potential



### Healthy Planet

We are determined to protect the planet through programs in our operations and by engaging suppliers on environmental issues. We are committed to:

- Reduce energy consumption and emissions
- Reduce waste, increasing re-use and recycling and collaborating to help create an increasingly circular economy

## Healthcare Centered CSR Strategy

- Programs to improve health access and awareness
- Opioid abuse prevention
- Partnerships to support people living with cancer and to empower young people
- Employee health and well-being
- Diversity and inclusion
- Product safety and data security
- Ethically sourced products and materials
- Transparency and traceability of ingredients
- Reduce emissions
- Reduce waste
- Reduce negative impacts of plastic



### Sustainable Marketplace

We aim to do business fairly and with integrity and are taking actions to:

- Provide a platform of transparency into our owned brand products, including ingredient and material level information, and ensuring product safety
- Continue to improve traceability of ingredients and materials of our owned brand products to reduce their environmental impact and protect healthy ecosystems and reduce climate change impact
- Continue to drive responsible sourcing practices throughout our supply chain, protecting human rights and engaging with suppliers around ethical and environmental issues
- Reduce the negative impacts of plastics in our owned brand products



### Healthy and Inclusive Workplace

We strive to treat our people with dignity and respect. We are working to:

- Proactively support the personal health and well-being of our employees
- Deliver on our commitment to offer equal opportunities and foster a diverse, equitable and inclusive culture for all through strong employment, pay and recruitment practices, policies and procedures
- Continue to improve our robust approach to health, safety and data privacy, actively caring for our employees and customers

## Reporting standards and assurance

(GRI 102-54)

**WBA aims to enhance the transparency and credibility of its environmental, social and governance (ESG) disclosures through the use of widely accepted sustainability reporting standards that provide confidence in our corporate responsibility efforts and progress.**

We have reported using the Global Reporting Initiative (GRI) standards for some years and our fiscal 2020 report has been prepared in accordance with the GRI Standards: Core option. In addition, for the first time, this report also includes disclosures from the Sustainability Accounting Standards Board (SASB). In our SASB Index, we report on the sector-specific disclosure topics contained in the Drug Retailers Sustainability Accounting Standard. By adopting SASB's industry-specific standards, we aim to provide decision-useful sustainability information to investors.

The GRI Content Index at the back of this report reflects the CSR material topics identified in the materiality assessment - addressing the CSR issues through which the company has the most impact on the environment, on society and communities and on the economy.

This report aligns with the GRI reporting principles of stakeholder inclusiveness, sustainability context, materiality and completeness. Information related to how the company applies these principles can be found in the Stakeholder Engagement, Our Approach to CSR, CSR Materiality and About This Report sections.

This report underwent the GRI Management Approach Disclosures Service, designed to help organizations present management approach disclosures clearly and accurately using the GRI Standards. More information pertaining to the review can be found in the GRI Content Index beginning on page [150](#).

Boundaries for information within this report are evaluated based on the location and level of impact WBA has on each CSR material topic, as defined by GRI. Details on the boundary for each

topic can be found in the relevant sections of the report.

We believe external assurance enhances the credibility and transparency of information reported. Deloitte & Touche LLP conducted a review of WBA specified disclosures, GRI specified disclosures and SASB specified disclosures within this report in accordance with attestation standards established by the American Institute of Certified Public Accountants. Deloitte's assurance report is available on pages [180-182](#).



**United Nations**  
Global Compact

### Joining the United Nations Global Compact

In 2020 WBA joined the United Nations Global Compact (UNGC), a voluntary leadership platform for the development, implementation and disclosure of responsible business practices. The UNGC is a call to companies everywhere to align their operations and strategies with 10 universally accepted principles in the areas of human rights, labor, environment and anti-corruption, and to take action in support of UN goals and issues embodied in the Sustainable Development Goals (SDGs).





Joining the UNGC reinforced our long-term commitment to taking responsible business action to create the world we all want.

The SDGs are 17 goals agreed to by all UN member nations that make up an urgent call for action to participate in a shared blueprint for peace and prosperity for people and the planet. We have mapped the goals to our CSR disclosures in our table of material CSR topics and elsewhere in this report. We are particularly focused on SDG 3, Good Health and Well-being, as reflected throughout this report.

This focus was sharpened by COVID-19 and is aligned with our business, our expertise and our area of influence.

This report constitutes our annual Communication on Progress as required for UNGC participants. As well as our chief executive's statement of continued support, which can be found on pages [4-5](#), throughout this report we provide descriptions of practical actions we have taken to implement the UNGC's 10 principles in the areas of human rights, labor, environment and anti-corruption. An index is provided on pages [178-179](#). In addition, we measure our outcomes and progress on our CSR commitments.







### DOWNLOAD

[Our Corporate Social Responsibility Policy Statements](#)

are available on our website. These statements shape our approach to our sustainability and CSR activities and help ensure that our divisions and businesses are working within comparable parameters.

## Corporate governance and risk management

(GRI 102-15, 102-17, 102-18, 102-20, 102-22, 102-23, 102-24, 102-26, 102-29, 102-30, 102-31, 102-32, 103-1, 103-2, 103-3)

WBA believes that strong corporate governance is an essential element to achieving our overall objectives and acting as a responsible organization.

The WBA board of directors is committed to sound corporate governance and our governance structure helps enable the board to fulfill its fiduciary duties to our stockholders and helps ensure the long-term success of the company. The board exercises oversight of the company's strategic, operational and financial matters, including the elements and dimensions of major risks facing the company.

Having appropriate oversight and governance of our CSR program is critical to its success. Our CSR Committee plays a leading role in providing this oversight and governance. The CSR Committee is



### MORE INFO

More information on the risk management process and the material risks is included in WBA's most-recently filed [Annual Report on Form 10-K](#).

chaired by our Co-Chief Operating Officer Ornella Barra and includes senior executives from our key businesses as well as the legal, human resources, accounting, marketing, public affairs and communications functions. The CSR Committee meets regularly and, among other obligations, is charged with reviewing our CSR program and with overseeing our CSR policy statements. The Committee also selects and approves our CSR commitments and divisional CSR targets and oversees our progress toward achieving those commitments and targets. In addition, the Committee also formally approves our annual CSR report.

At the board level, the Nominating and Governance Committee reviews, at least annually, our policies and activities regarding sustainability and CSR and assesses our management of risks in those areas. The members of the Nominating and Governance Committee are all independent directors.

The company's Enterprise Risk Management program maintains a summary of key risks and related mitigation. We continually enhance our risk mitigation activities, and when risks are identified above a certain threshold, the company develops action plans to mitigate them with clear allocation of responsibilities and timescales for completion, and works to ensure that progress toward implementing these plans is monitored and reported.

A summary of emerging issues is also maintained, identifying risks that have not fully developed or for which the potential impact cannot be accurately assessed. Examples of emerging issues that are being monitored by the company are climate change related risks and plastics reduction. As reported in our Form 10-K, among the many factors that could materially and adversely affect our business and financial results, are the long-term effects of climate change on general economic conditions and the pharmacy industry in particular, along with changes in the supply, demand or available sources of energy and the regulatory and other costs associated with energy production and delivery.



**MORE INFO**

More information on our [Corporate Governance Guidelines](#) and the Code of Conduct, including mechanisms for reporting suspected violations of the Code and concerns about ethics, can be found on our corporate website.

## Code of Conduct and Business Ethics

(GRI 102-17)

The WBA [Code of Conduct and Business Ethics](#) is the foundation for our compliance program, reflects our core values and expectations and serves as a basis to foster an ethical culture. It further supports strong governance of our behaviors and our approach to CSR.

The Code extends to all our officers and employees no matter where they are located in the world. It also extends to other parties acting on behalf of WBA or any of its subsidiaries, such as consultants, agents, intermediaries or other representatives of WBA, including our board of directors.





## Customer and patient safety

(GRI 416-1, 417-1)  
(SASB HC-DR-260b.2)

Dispensing and distribution of pharmaceuticals is the most significant part of our business, with more than 78 percent of our sales in fiscal 2020 coming from the sale and distribution of prescription medications and pharmacy-related services. Millions of people every day count on us to safely deliver and dispense medications. WBA is committed to the safe dispensing of medicines in our pharmacies, the wholesaling and distribution of medicines in a safe environment, and the sourcing and sale of high-quality health and beauty products. Patient safety lies at the heart of our management of pharmacy operations, and we strive to be the industry leader by continuously seeking ways to minimize risks to patients in our dispensing, pharmacy services and advice and pharmacy supply chain operations.

All WBA pharmacy dispensing businesses annually review and evaluate pharmacy operations for compliance with our Pharmacy Operations Governance Policy. Each operating business completes a letter of representation highlighting whether there are areas of noncompliance in business procedures, and includes an action plan stating when those areas will be rectified. During fiscal 2020, the WBA Patient Safety Forum continued to convene representatives from all pharmacy dispensing businesses to share best practice operations, facilitate a culture of openness and shared learning and develop innovative patient safety solutions.

Annual pharmacy operations reviews include monitoring procedures for the professional qualifications of pharmacists and employees in pharmacy-related positions; processes to facilitate compliance with professional development requirements for pharmacy staff; processes to help ensure concerns about pharmacy professionals' fitness to practice are referred to the appropriate regulatory body; compliance with safe storage, preparation, dispensing, compounding, sale and supply of medicinal products; mechanisms for compliance with standard operating procedures covering dispensing, pharmacist control checks, patient counseling, record keeping, management of controlled drugs and narcotics, medicines date checking, quality assurance, error management and other issues; and recording, management and reporting of dispensing errors, including a formal review process and action planning to minimize the risk of such errors occurring.

All WBA businesses must have documented processes in place to facilitate the collection of key performance metrics on health and safety, including pharmacy incidents.

To help ensure patient safety, our prescription labels are designed to meet both regulatory requirements and our internal standards. There are also obligations on the pharmacist that products are sourced via a licensed and legitimate supply chain.



# CSR Materiality

(GRI 102-15, 102-21, 102-29, 102-43, 102-44, 102-46, 102-47, 103-1, 103-2, 103-3)

**In the context of the COVID-19 global health crisis and the urgent social demands of the racial equity movement, we moved to rapidly re-calibrate our CSR materiality.**

We pivoted to focus on evolving stakeholder issues in two ways. The first was by stepping up our engagement with our stakeholder groups and accelerating our responses. This is reflected in the Stakeholder Engagement section on pages [26-35](#), in our in-depth stories on COVID-19 and racial equity on pages [38-49](#), and elsewhere throughout the report, as our responses were deeply embedded throughout the business.

The second way was through a review of our material CSR topics and emerging issues using Datamaran - a software analytics platform that supports a data-driven and dynamic materiality process. This review relied on sources, which were each used as individual inputs into a custom-made model that allowed WBA to build an evidence-based approach to materiality. Corporate reports, regulations, online news and social media were analyzed by quantifying qualitative information to rank topics by importance, allowing us to incorporate a wide range of data and stakeholders. The review validated our current healthcare-centered CSR strategy and identified emerging issues including political and societal risks such as global pandemics and human rights. These insights have shaped internal dialogue across WBA's businesses.

We also began a new CSR materiality assessment during fiscal 2020, to systematically survey a wide range of global stakeholders and to understand how the changing context is affecting views of ESG impacts throughout our operations. We conduct a CSR materiality assessment at least every three years, in keeping with best practices in sustainability reporting, to understand our impacts, encourage insightful stakeholder dialogue, inform our sustainability strategy and form the basis for our CSR Reporting. Our previous CSR materiality assessment took place in fiscal 2018, and we

will publish the full outcomes of our current assessment in our fiscal 2021 CSR report.

The feedback received from ongoing stakeholder feedback, the insights from the Datamaran analysis, as well as preliminary indications from the new materiality assessment showed us that human rights; diversity, equity and inclusion; digital innovation; and reducing the negative impacts of waste materials and plastic are issues that have become increasingly important to our stakeholders. Our materiality matrix on page [25](#) and our list of material topics, definitions and mapping to GRI disclosures on pages [26-27](#) are unchanged from our previous report and will be updated in our 2021 report with the outcomes from our current assessment.

Global charity Forum for the Future advised on our current CSR materiality assessment as well as the previous one in 2018. Datamaran's patented technology also supported our stakeholder survey and the defining of material topics.

Our overall mission as a business, and our competitive strategy, remain central to our process of defining our material CSR issues. Due to the scale of our operations, we can have a significant economic impact in the countries and regions where we do business. Our economic performance is the bedrock of our CSR commitments because it enables us to promote health, well-being and sustainability through employment, investment, initiatives and corporate giving.

The [GRI Content Index](#) at the back of this report provides a guide for readers to find disclosures related to the material topics. Our definition of material for CSR purposes is distinct from the definition of that term that may be used by the company for other purposes.





## Mapping of CSR material topics

In the following table we define our material CSR topics - the moderate and higher priority issues on the matrix - and map them to the corresponding GRI Topic Specific Standards, which are included in this report, and to the UN SDGs.\*

Material Topic	Definition	Corresponding GRI Topic Specific Standard(s)	UN SDG(s)
<b>1</b> Access to affordable and quality healthcare	Supporting WBA customers, employees, community members and other stakeholders to easily access affordable, quality prescriptions, immunizations and health services	This issue does not map directly to a GRI Topic Specific Standard	3
<b>2</b> Product safety	Ensuring that products sold, including their ingredients, meet rigorous safety standards that in some cases go above and beyond regulation	GRI 416: Customer Health and Safety	12, 16
<b>3</b> Consumer health education and marketing	Through campaigns and other communication tools, raising awareness among consumers and sharing information about critical health issues, prevention tips and other health-related information, such as smoking cessation	This issue does not map directly to a GRI Topic Specific Standard	3
<b>4</b> Responsible and ethical supply chains	Driving good practices across WBA's supply chain, protecting human rights, supporting diverse suppliers and engaging with suppliers around environmental and social issues	GRI 414: Supplier Social Assessment	5, 8, 16
<b>5</b> Employee health, safety and well-being	Offering benefit packages, workplace conditions and other support systems to help ensure the health, safety and well-being of all WBA employees	GRI 403: Occupational Health and Safety 2018	3, 8
<b>6</b> Prescription drug abuse	Investing in or supporting external community solutions, and/or providing programs, information or other support to communities and individuals in the U.S. and elsewhere, to fight prescription drug abuse	This issue does not map directly to a GRI Topic Specific Standard	3
<b>7</b> Data privacy and security	Working to protect WBA customers' and employees' data and privacy, and investing in the security of information technology systems	GRI 418: Customer Privacy	16
<b>8</b> Product labeling and transparency	Collecting and tracking product information from suppliers, and providing consumers with the information they care about in a clear, accessible and thorough way	GRI 417: Marketing and Labeling	12, 16
<b>9</b> Corporate governance	Ensuring WBA is led internally with the highest standards of governance, and that all employees, officers and directors practice sound ethics	Covered in General Disclosures (Governance) GRI 205: Anti-corruption	4, 5, 16

Material Topic	Definition	Corresponding GRI Topic Specific Standard(s)	UN SDG(s)
<b>10</b> Environmental impacts of materials	Working with suppliers to help ensure that raw materials are sourced in the most environmentally appropriate way possible, or eliminated or replaced where environmental impact cannot be reduced	GRI 308: Supplier Environmental Assessment	12, 16
<b>11</b> Packaging	Working to reduce negative impacts of product packaging, including using recycled/recyclable packaging, eliminating chemicals of concern from packaging and other steps	GRI 301: Materials	8, 12
<b>12</b> Employee wages and hiring practices	Executing leading hiring practices and offering compensation to WBA employees at all levels and locations, including equal pay across genders and a living wage	GRI 202: Market Presence	1, 5, 8, 10
<b>13</b> Diversity and inclusion	Attracting diverse employees, increasing opportunities for all staff through transparent career progression plans and promoting an agile and flexible working culture	GRI 405: Diversity and Equal Opportunity	5, 8
<b>14</b> Cancer cure and prevention	Raising awareness about cancer risk factors and prevention, supporting individuals with cancer care, reducing sales of products that are known or at risk to be carcinogenic and/or investing in cancer cure research efforts	This issue does not map directly to a GRI Topic Specific Standard	3
<b>15</b> Chemical use and management	Selecting safe materials, eliminating ingredients deemed to be a risk, and helping to ensure safe use throughout their life cycle, including sourcing, transport, storage, use and production	This issue does not map directly to a GRI Topic Specific Standard	12
<b>16</b> Waste management	Responsibly and sustainably managing waste at stores, offices and other facilities, including reducing, reusing, recycling and composting	GRI 306: Effluents and Waste	3, 6, 12, 13, 14, 15
<b>17</b> Community engagement and partnerships	Working with or otherwise supporting nonprofit organizations, community groups and other external organizations to support their social or environmental impact	GRI 413: Local Communities	1, 2, 3, 4, 11
<b>18</b> Animal testing	Reducing or eliminating the testing of products or ingredients on animals whenever possible, and/or contributing to efforts (i.e. research) to support other means of safety testing	This issue does not map directly to a GRI Topic Specific Standard	
<b>19</b> Energy use and climate impacts	Working with upstream suppliers and facilities managers to reduce the greenhouse gas emissions associated with WBA's footprint and supply chain	GRI 302: Energy GRI 305: Emissions	3, 7, 8, 12, 13, 14, 15

\*In addition to the GRI Topic Specific Standards mapped to the CSR material topics in the table, we report on the following, which we consider fundamental to our social license to operate and to our efforts to be a good corporate citizen - GRI 201: Economic Performance; GRI 203: Indirect Economic Impacts; GRI 206: Anticompetitive Behavior; and GRI 415: Public Policy.

# Stakeholder Engagement

(GRI 102-11, 102-12, 102-13, 102-21, 102-29, 102-40, 102-42, 102-43, 102-44, 102-46, 103-2)

**Engaging and collaborating with our stakeholders helps us to address the most relevant sustainability issues for our company and to deliver products and services that make positive impacts throughout our lines of businesses. We regularly consult with our internal and external stakeholders across a range of sectors, geographies and organization types and sizes, to seek their feedback on our performance in the areas where we have the greatest economic, environmental and social impact.**



## GET IN TOUCH

We maintain an open door at all times for stakeholder feedback on our CSR reporting and strategy. Substantive issues brought to our attention by stakeholders are escalated to our CSR Committee. One way to reach us is by email at [CSR@wba.com](mailto:CSR@wba.com).

Stakeholders impacted by our business and who influence our business – such as customers, stockholders and nonprofit groups – frequently approach us with issues. We also engage stakeholders proactively on matters where we feel we can have significant impact, such as in the health and well-being arena, and also on topics where we are aware of evolving societal expectations and emerging priorities.

In fiscal 2020, Walgreens continued to work with the Walgreens External Advisory Council, which was established a year earlier to advise our U.S. retail pharmacy business on CSR. The council is made up of a team of experts who have a broad range of knowledge on corporate responsibility and health related topics and who are helping influence and guide Walgreens CSR strategy, identify global megatrends and supply an external view on potential issues and opportunities.

The Council helped frame our conversations around science-based targets, ESG performance indicators and disclosures, sustainability reporting standards and the impact of climate change on human health.

The table in this section describes the form and frequency of engagement with key categories of stakeholders during fiscal 2020, their expectations, matters they raised and actions we have taken.

Due to the urgency of the pandemic and the racial equity movement, we intensified our engagement with employees, customers, government agencies, communities, suppliers and other stakeholder groups to make sure that we were responsive to rapidly evolving needs. The additional engagement and our actions in response are reflected in the table and throughout this report.

ENGAGEMENT WITH NON-GOVERNMENTAL ORGANIZATIONS (NGOS)		
Mechanism For Engagement	Expectations/Issues That Arose Through Engagement	Actions Taken
<ul style="list-style-type: none"> <li>– At a minimum, quarterly meetings with key charity partners</li> <li>– Formal yearly feedback with key charity partners, regular meetings with cancer charity partners</li> <li>– Regular and ad-hoc meetings, as well as conference participation with NGOs; frequency varies from business to business and from group to group</li> <li>– Response to issue campaigns by organizations</li> </ul>	<ul style="list-style-type: none"> <li>– COVID-19 response including healthcare access and employee and customer safety</li> <li>– Diversity and inclusion, including community health equity</li> <li>– Consumer health education and marketing</li> <li>– Product safety, labeling, ingredients and transparency</li> <li>– Community engagement and partnerships</li> <li>– Cancer cure and prevention</li> <li>– Plastics</li> <li>– Energy use and climate impacts</li> </ul>	<ul style="list-style-type: none"> <li>– Ongoing work on healthcare accessibility and affordability such as digital solutions, high-touch consultations with vulnerable patients with chronic conditions, partnerships on healthcare services</li> <li>– Made donations to community groups and nonprofits related to COVID-19 needs</li> <li>– Actively exploring offerings to address specific health disparities across Chicago's underserved areas</li> <li>– Continued partnerships with charity organizations and cancer groups; ongoing facilitation of collaboration between cancer groups</li> <li>– Implementation of Walgreens Mental Health First Aid training for pharmacists</li> <li>– Partnership with WRAP on UK plastics recycling research</li> <li>– Ongoing reporting on use of certified palm oil</li> <li>– WBA joined the United Nations Global Compact</li> <li>– Boots UK and Boots Ireland continued dementia awareness and support program</li> <li>– Joined U.S. Beyond the Bag initiative</li> </ul>
ENGAGEMENT WITH STOCKHOLDERS, INVESTORS, LENDERS		
<ul style="list-style-type: none"> <li>– Annual stockholders meeting</li> <li>– Quarterly earnings call with analysts</li> <li>– Frequent dialogue through our investor relations and corporate governance teams</li> <li>– Participation in one investor conference during fiscal 2020</li> <li>– Annual submission of CDP Climate Change questionnaire</li> <li>– Annual submission of S&amp;P Global Corporate Sustainability Assessment (CSA)</li> </ul>	<ul style="list-style-type: none"> <li>– COVID-19 response</li> <li>– Prescription drug abuse</li> <li>– Sustainability reporting approach and ESG metrics in compensation decisions</li> <li>– Diversity and inclusion</li> </ul>	<ul style="list-style-type: none"> <li>– COVID-19 responses for our communities and our people</li> <li>– Quarterly updates on COVID-19 response, including cost impact, during earnings reporting</li> <li>– Diversification of board of directors and commitment to board diversity</li> <li>– Continued expansion of Walgreens opioid abuse prevention programs</li> <li>– Published first global WBA D&amp;I Report</li> <li>– Adopted SASB Drug Retailer Standard</li> </ul>



ENGAGEMENT WITH ACADEMICS		
Mechanism For Engagement	Expectations/Issues That Arose Through Engagement	Actions Taken
<ul style="list-style-type: none"> <li>– Regular guest speaker slots</li> <li>– Presentations at scientific meetings several times a year</li> </ul>	<ul style="list-style-type: none"> <li>– Product safety</li> <li>– Chemical use and management</li> <li>– Responsible and ethical supply chains</li> <li>– Consumer health education and marketing</li> <li>– Access to affordable and quality healthcare</li> </ul>	<ul style="list-style-type: none"> <li>– Ongoing promotion of safe medication use and regimen adherence</li> <li>– Walgreens joined U.S. study on pharmacist-provided care and diabetes management with the Pharmacy Quality Alliance</li> <li>– WBA joined United Nations Global Compact</li> <li>– Participation in panels at conferences, participation in surveys and academic research projects</li> </ul>
ENGAGEMENT WITH GOVERNMENT BODIES AND AGENCIES		
<ul style="list-style-type: none"> <li>– Frequent engagement at all levels of government due to COVID-19</li> <li>– Regular meetings with government agencies</li> <li>– Weekly or more frequent dialogue with membership associations</li> <li>– Consultative responses at national and international levels</li> <li>– Quarterly industry panels</li> </ul>	<ul style="list-style-type: none"> <li>– COVID-19 response</li> <li>– Drug pricing and affordability</li> <li>– Access to affordable and quality healthcare</li> <li>– Energy use and climate impacts</li> <li>– Packaging</li> <li>– Waste management</li> <li>– Prescription drug abuse</li> <li>– Tobacco sales</li> <li>– Transparency</li> <li>– Employee health, well-being and safety</li> </ul>	<ul style="list-style-type: none"> <li>– Coordination on COVID-19 response including testing and preparation for vaccinations with government leaders in the U.S., UK and other countries</li> <li>– COVID-19 responses for our communities and people</li> <li>– Ongoing advocacy on drug pricing and other healthcare issues</li> <li>– Ongoing advocacy in the U.S. on expanded pharmacist roles</li> <li>– Continued energy and fuel efficiency investments coordinated with government programs</li> <li>– Continued expansion of Walgreens opioid abuse prevention programs</li> <li>– Walgreens continued work with U.S. health agencies on senior fall prevention</li> <li>– Boots UK continued work with the National Health Service (NHS) to shift work into community pharmacies</li> <li>– Participation in EU Green Deal discussions on multiple topics</li> <li>– Walgreens joined U.S. Environmental Protection Agency (EPA) WasteWise program and continued participation in SmartWay programs</li> </ul>

ENGAGEMENT WITH INTERNAL STAKEHOLDERS		
Mechanism For Engagement	Expectations/Issues That Arose Through Engagement	Actions Taken
<ul style="list-style-type: none"> <li>– Twice annual employee feedback surveys</li> <li>– Always-on survey and wellness checks during pandemic</li> <li>– Annual employee performance reviews and appraisals</li> <li>– Annual pay analysis against key roles</li> <li>– Ethics, safety, compliance, development and other trainings and resources - frequency varies by business and role</li> <li>– Employee benefits programs and platforms</li> <li>– Daily company and business communications through email, intranet and bulletin boards</li> <li>– Quarterly town hall meetings with senior leaders</li> <li>– Executive listening sessions with employees of color</li> </ul>	<ul style="list-style-type: none"> <li>– Employee health, safety and well-being, particularly COVID-19 concerns</li> <li>– Employee wages and hiring practices – including those linked to COVID-19</li> <li>– Diversity and inclusion</li> <li>– Access to healthcare</li> <li>– Virtual access to resources</li> </ul>	<ul style="list-style-type: none"> <li>– COVID-19 response including employee health, safety, benefits, financial assistance and wages</li> <li>– Implemented global always-on employee engagement survey and COVID-19 wellness checks</li> <li>– U.S. additional behavioral health benefits and chronic illness support</li> <li>– Published first global WBA D&amp;I Report</li> <li>– Responses to racial equity movement including listening sessions, executive messages committing to improved DEI performance, Leadership Accountability Model, continued unconscious bias training, steps on board diversity, DEI performance linked to incentive pay, work with governments and communities on healthcare equity</li> <li>– Employee engagement campaigns coordinated with Business Resource Groups (BRGs) on World Environment Day, World Day for Cultural Diversity, pharmacists' recognition days and weeks, Black History Month, Pride months and others</li> <li>– Transitioned and centralized trainings, benefits information and health resources to online platforms</li> </ul>



ENGAGEMENT WITH COMMUNITIES		
Mechanism For Engagement	Expectations/Issues That Arose Through Engagement	Actions Taken
<ul style="list-style-type: none"> <li>– Quarterly Town Hall listening exercises on health equity issues</li> <li>– Daily, through our retail pharmacies and CSR initiatives</li> <li>– Annual campaigns with charity partners</li> <li>– Daily response to issues raised on social media</li> </ul>	<ul style="list-style-type: none"> <li>– COVID-19 response</li> <li>– Diversity, equity and inclusion</li> <li>– Prescription drug abuse</li> <li>– Access to affordable and quality healthcare</li> <li>– Employment opportunities, especially for underserved communities</li> </ul>	<ul style="list-style-type: none"> <li>– COVID-19 response including customer safety measures, ensuring supplies of essential items, testing sites, and information campaigns with our trusted, expert pharmacists</li> <li>– Responses to racial equity movement including listening sessions, executive commitment to improved DEI performance, work with communities on health disparities</li> <li>– Continued and expanded unconscious bias training</li> <li>– Continued expansion of Walgreens opioid abuse prevention programs</li> <li>– Ongoing community health events and flu shot vouchers</li> <li>– HIV testing collaborations in Thailand and in the U.S., new and continued</li> <li>– Copay support for patients in the U.S., medication discount programs in Chile, new generic products in Mexico</li> <li>– Continued Walgreens programs for hiring of veterans and people with disabilities; Walgreens and Boots UK programs for training and hiring young people from underserved communities</li> </ul>



ENGAGEMENT WITH SUPPLIERS		
Mechanism For Engagement	Expectations/Issues That Arose Through Engagement	Actions Taken
<ul style="list-style-type: none"> <li>– Annual supplier conferences</li> <li>– Quarterly joint business plan meetings with select suppliers</li> <li>– Submission of surveys and questionnaires</li> <li>– Events with diverse suppliers</li> <li>– Regular engagement with waste management and energy suppliers through mechanisms including implementation of best practices and disaster response</li> </ul>	<ul style="list-style-type: none"> <li>– Supplier diversity</li> <li>– Responsible and ethical supply chains</li> <li>– Plastic packaging and waste management</li> <li>– Prescription drug abuse</li> <li>– Energy use and climate impacts</li> <li>– Product safety</li> <li>– General sustainability practices</li> </ul>	<ul style="list-style-type: none"> <li>– Ongoing supplier ethical compliance assessments including engaging with suppliers to improve when issues are detected</li> <li>– Continued and expanded training on ethical and sustainable sourcing</li> <li>– Development of global supplier sustainability program</li> <li>– Ongoing Walgreens supplier diversity program including capacity building program for diverse suppliers in the Midwest</li> <li>– Continued partnership on safe medication disposal kiosks</li> <li>– Increased participation in sustainability surveys and questionnaires</li> <li>– Delivered presentations at supplier conference</li> <li>– Managed energy use through demand response programs to avoid blackouts during wildfires; partnered with utilities during storms to get power and water to local communities</li> <li>– Ongoing engagement on palm oil and reporting of certified palm oil use in owned brand products</li> </ul>
ENGAGEMENT WITH MEDIA		
<ul style="list-style-type: none"> <li>– Media releases, social media posts, announcements and corporate storytelling most weekdays</li> <li>– Quarterly streaming of earnings call with analysts; streaming of executive participation in investor conferences</li> <li>– Media interviews on an ad-hoc basis</li> <li>– Submissions for CSR awards and recognition programs</li> <li>– Health education and awareness campaigns on social media</li> </ul>	<ul style="list-style-type: none"> <li>– COVID-19 response including wages and hiring practices, safety practices, essential items and testing</li> <li>– Flu vaccinations</li> <li>– Diversity and inclusion</li> <li>– Plastics, packaging</li> <li>– Consumer health education and marketing</li> <li>– Product safety</li> <li>– Cancer cure and prevention</li> <li>– Community engagement and partnership</li> </ul>	<ul style="list-style-type: none"> <li>– COVID-19 response including customer safety measures, ensuring supplies of essential items, testing sites, and information campaigns with our trusted, expert pharmacists</li> <li>– Responses to racial equity movement including executive commitment to improved DEI performance, work with communities on health disparities</li> <li>– Media and social media outreach on annual cause marketing campaigns and awareness campaigns</li> <li>– Ongoing Walgreens Flu Index and flu marketing campaign, continued flu vouchers</li> <li>– Farmacias Benavides, Mexican media campaign on COVID-19 information</li> </ul>



**ENGAGEMENT WITH CUSTOMERS, INCLUDING CONSUMERS, PATIENTS, PHARMACISTS AND PHARMACY BENEFIT MANAGERS (PBMS)**

Mechanism For Engagement	Expectations/Issues That Arose Through Engagement	Actions Taken
<ul style="list-style-type: none"> <li>– Always-on Walgreens and Boots UK customer satisfaction surveys</li> <li>– Most weekdays, through our corporate website and business websites</li> <li>– Daily, through social media</li> <li>– Daily, through our retail pharmacies and CSR initiatives</li> </ul>	<ul style="list-style-type: none"> <li>– COVID-19 response, especially around safety in stores and availability of essential items</li> <li>– Diversity and inclusion</li> <li>– Access to affordable and quality healthcare</li> <li>– Product labeling and transparency</li> <li>– Data privacy and security</li> <li>– Packaging</li> <li>– Plastics</li> <li>– Energy use and climate impacts</li> <li>– Sustainable products</li> </ul>	<ul style="list-style-type: none"> <li>– COVID-19 response including customer safety measures, ensuring supplies of essential items, testing sites, and information campaigns</li> <li>– Responses to racial equity movement including listening sessions, executive commitment to improved DEI performance, work with communities on health disparities</li> <li>– Continued and expanded unconscious bias training</li> <li>– Joined U.S. Beyond the Bag initiative</li> <li>– Continued copay support for patients</li> <li>– Ongoing community health events and flu shot vouchers</li> <li>– Continuation of HIV testing collaboration</li> <li>– Continued implementation of package label enhancements on owned brand products</li> <li>– Continued information security efforts including training</li> <li>– Launched and expanded sustainable product lines</li> </ul>



## ENGAGEMENT WITH PEERS AND INDUSTRY GROUPS

Mechanism For Engagement	Expectations/Issues That Arose Through Engagement	Actions Taken
<ul style="list-style-type: none"> <li>– Ad-hoc meetings and regular dialogue through membership organizations</li> <li>– Meetings and dialogue through trade and industry bodies</li> </ul>	<ul style="list-style-type: none"> <li>– Climate change</li> <li>– Chemicals stewardship</li> <li>– Data privacy and security</li> <li>– Product labeling and transparency</li> <li>– Packaging</li> <li>– Plastics</li> <li>– CSR strategy</li> <li>– Access to healthcare</li> </ul>	<ul style="list-style-type: none"> <li>– Walgreens joined U.S. Beyond the Bag initiative</li> <li>– Continued information security efforts including training</li> <li>– Walgreens joined U.S. study on pharmacist-provided care and diabetes management with the Pharmacy Quality Alliance</li> <li>– Global Brands engagement with Cosmetics Europe on range of public policy proposals including EU Green Deal</li> <li>– Walgreens continued collaboration with Retail Industry Leaders Association (RILA) Zero Waste Committee</li> <li>– Global Brands vice chair UK Cosmetic, Toiletry and Perfumery Association (CTPA) Environmental Sustainability Working Group including supporting development of CTPA sustainability strategy</li> <li>– Through CGF Plastic Waste Coalition of Action, WBA endorsed Extended Producer Responsibility (EPR) guidelines for creating programs that reduce packaging waste</li> <li>– Boots UK became signatory to the British Retail Consortium's Climate Change Statement</li> <li>– Walgreens ongoing engagement with U.S. Department of Energy Better Buildings Challenge</li> <li>– WBA ongoing engagement with the Palm Oil Transparency Coalition (POTC)</li> <li>– Global Brands on Circular Economy Task Force Steering Group - published report on circular economy routes for key materials</li> <li>– Global Brands worked with the Industry Council for Packaging and the Environment (INCPEN) to advise UK government on EPR regulations reform</li> </ul>

## Memberships and associations

(GRI 102-13, 103-2)

**WBA and its businesses participate in a number of non-governmental and advocacy organizations, industry associations, organizations and networks. This collaboration is central to our CSR agenda, as we believe we cannot make meaningful change on our own. Select memberships, participations and associations include:**

- American Pharmacists Association
- American Society of Health-System Pharmacists (ASHP)
- Beyond 34: Recycling and Recovery for A New Economy
- British Beauty Council
- British Retail Consortium (BRC)
- Business in the Community (BITC)
- Business Roundtable
- CDP, nonprofit that runs the global disclosure system for managing environmental impacts
- Circular Economy Task Force Steering Group
- Company Chemists Association (CCA)
- The Consumer Goods Forum (CGF)
- Cosmetic, Toiletry and Perfumery Association (CTPA)
- Cosmetics Europe
- EuroCommerce
- Global Reporting Initiative (GRI)
- Industry Council for Packaging and the Environment (INCPEN)
- International Federation of Pharmaceutical Wholesalers (IFPW)
- IFPW Foundation
- London Benchmarking Group (LBG) (to be known as Business for Societal Impact as of 2021)
- National Association of Chain Drug Stores (NACDS)
- National Council for Behavioral Health
- Retail Energy Forum
- Retail Industry Leaders Association (RILA)
- Palm Oil Transparency Coalition (POTC)
- Pharmacy Technician Certification Board (PTCB)
- Roundtable on Sustainable Palm Oil (RSPO)
- Sustainability Accounting Standards Board (SASB)
- The Business Council
- The Sustainability Consortium
- Sustainable Packaging Coalition
- UK Research & Innovation's Smart Sustainable Plastics Packaging Challenge Fund Advisory Group
- United Nations Global Compact (UNGC)
- U.S. Chamber of Commerce Foundation
- U.S. Department of Energy (DOE) Better Buildings Challenge
- U.S. Environmental Protection Agency (EPA) SmartWay Program

### The Consumer Goods Forum (CGF) and Business Roundtable

Our Chief Executive Officer, Stefano Pessina, serves on the board of the CGF, a prominent global association of retailers and manufacturers that looks to drive positive change and efficiency around the world for the benefit of both people and the planet, as well as our business. Information on our work with CGF on health initiatives can be found on page 68 of this report, and an update on our work on the plastics issue on page 115. He is also a member of the Business Roundtable and a signatory to the group's commitment to lead companies for the benefit of all stakeholders – customers, employees, suppliers, communities and shareholders.







## Our Response to COVID-19:

(GRI 102-9, 103-1, 103-2, 401-2, 403-3, 403-5, 403-6, 413-1)

**On the front lines of the pandemic, WBA has provided essential healthcare services and products while maintaining a keen focus on safety.**



## Rising to the challenge

**When COVID-19 hit, our communities went into lockdown, businesses shuttered and people stayed home for weeks and months. But not WBA. Our pharmacies and stores, distribution centers and wholesale operations stayed open across the globe to provide essential healthcare services, medications and consumer goods. We moved swiftly to maintain continuity, establishing a COVID-19 steering committee and task force to oversee our response in our different geographies, while working to help protect the safety of our people, patients and customers.**

Our sustainability work has always been embedded in our business operations, and never was this more true than during the global pandemic. Our response to COVID-19 has been guided by our values and ethical principles and by always-on engagement with stakeholders to understand their needs, particularly our valued employees. Due to the pandemic, we have accelerated the ongoing transformation of our business, which will make our business model more resilient for the future.

### Our response to the pandemic included the following:



We collaborated with government and industry partners to implement COVID-19 testing sites and to prepare for vaccinations against the virus.



We put safety measures in place to help protect our customers and employees.



We recognized the extraordinary efforts of our teams on the front lines and behind the scenes at our support offices, who made sacrifices to serve our customers and patients.



We innovated and adapted to meet evolving needs, expanding services such as delivery and pick-up options, offering new products and working to guarantee supplies of essential items and personal protective equipment (PPE).



Our expert, caring pharmacists provided trustworthy information on COVID-19 for the public.



We conducted targeted outreach to the most vulnerable patients to make sure they had access to the medication they need.



## FURTHER READING

Read more on our response to employee needs and workplace safety during the pandemic:

Employee Health, Well-being and Safety, pp [123-133](#)



## Health, safety and well-being

### of our people, patients and customers

(GRI 103-2, 401-2, 403-3, 403-5, 403-6)

With more than 331,000 direct employees around the world and millions of customers and patients - health, safety and well-being were already a top priority for us. This became even more of a focus during the pandemic. Throughout our businesses, we updated and adapted policies and benefits to allow our people to take care of themselves and their families.

For certain employees making great sacrifices on the front lines, we offered a one-time stipend payment. Employees who work in our support offices were provided with the tools to work from home and the flexibility to do so.

We deployed a pandemic response system and team to manage and mitigate employee exposure cases, provided timely access for reporting COVID-19 cases and proper clinical and safety guidelines to minimize exposure to employees and customers according to U.S. Centers for Disease Control and Prevention (CDC) guidelines.

We kept lines of communication open with an always-on employee feedback tool including a wellness check, and we responded to feedback with enhanced health and safety information, workplace flexibility, recognition of front-line employees and adjustments to benefits, including tools to help people manage stress and anxiety.

## A critical role in helping

### to end the pandemic

(GRI 403-5, 413-1)

Our businesses are playing a critical role in helping the world emerge from the pandemic, including testing millions of people for COVID-19, vaccinating high-priority populations in the U.S. while preparing to vaccinate the general public, and helping to store and distribute vaccines.

Walgreens worked quickly with federal, state and local governments, as well as industry partners to meet the needs of communities across the country for COVID-19 testing. Walgreens government affairs and





## FURTHER READING

Read more on how we worked on healthcare access issues in the pandemic:

Access to Affordable and Quality Healthcare, pp [51-60](#)

Health Education and Awareness, pp [61-69](#)

pharmacy teams also worked with authorities to have pharmacists authorized to administer and oversee testing. As of the end of December 2020, Walgreens offered COVID-19 testing at hundreds of sites in 49 states and the District of Columbia and had completed more than 2.8 million tests.

More than 70 percent of Walgreens COVID-19 testing locations are operating in underserved areas, based on data from the CDC's Social Vulnerability Index.

Boots supported the UK's COVID-19 testing program, helping to ease pressure on the National Health Service (NHS), and had conducted more than 2.1 million tests by the end of December 2020. More than 500 Boots employees stepped forward to help in the testing during an acute phase of the pandemic.

Boots UK pharmacists who were isolating at home during the pandemic due to risk factors related to COVID-19 helped to support the government NHS 111 phone triage service during the pandemic. These pharmacists provided professional healthcare information, support and advice to patients with questions about their medicines, minor ailments or concerns about new medicines.

Boots UK made Boots Care Learning - its online learning platform for caregivers and nurses in nursing homes served by Boots - free for all nursing homes across the UK. The resource includes more than 70 modules to support training for new staff in patient care and medication management. The free extension of the service came during a period of urgent recruitment to meet the immense pressure on staffing at more than 20,000 care homes in the UK looking after 400,000 residents.

Walgreens, with its nationwide footprint, extensive vaccine experience, trusted community presence and pharmacist expertise, is well-positioned to administer vaccines. We used a collaborative approach with governments, business partners and industry groups to prepare to bring COVID-19 vaccines to high-priority populations, as soon as they were approved. These include long-term-care facility residents and healthcare workers.

Walgreens has also continued to advance preparations - including safety measures for employees and patients based on CDC guidelines - to accelerate the availability of vaccines against the virus in communities across the U.S.





## RECOGNITION

Walgreens ranked 19 out of 100 largest U.S. employers for COVID-19 response, by JUST Capital and Forbes

Walgreens ranked 13th for COVID-19 response in 2020 Axios Harris Poll 100

79% of Boots UK customers said they felt safe in their store visit; Kantar data from a 1,200 person sample collected in April and May

UK customer satisfaction in Boots stores hit an all-time high

## Expanded services, innovating to help

(GRI 403-5, 413-1)

During the pandemic, online purchases soared in our main markets in the U.S. and UK, and demand skyrocketed for essential items and PPE. WBA worked with suppliers to quickly bring products to market and guarantee supplies. Additionally, we increased our capacity to rapidly fill online purchase orders.

As many customers looked for safer ways to shop, we expanded delivery options in the U.S. and the UK. In the U.S., we offered free home delivery of prescriptions, expanded the range of items that could be picked up at our drive-thru pharmacies and enhanced our curbside pickup option.

We leveraged our existing disaster response programs to help patients access medications during emergencies. Using a predictive model developed by the Walgreens research team, U.S. pharmacy teams identified high-risk patients who were likely to be sheltering in place and assisted more than 1 million vulnerable patients in the U.S. with obtaining their medications.

At a time of increased unemployment, Walgreens saw a large increase in enrollment in our Prescription Savings Club. We offer this card for a small annual fee and it provides discounts on cash prices for a wide range of medications.



Her Royal Highness The Duchess of Cornwall visited the Boots store at Piccadilly Circus, London in July 2020, where she learned about our initiatives such as Safe Spaces and took the opportunity to thank colleagues for their efforts throughout COVID-19.

**“Our mission and our purpose for WBA really came to life. We are here to help ensure that our patients and our customers live healthier lives, and everyone across the globe rallied so that we were able to live that. It has made me so proud of working for this company.”**

Rina Shah, Group Vice President, Pharmacy Operations, Walgreens

**“Right at the beginning of the pandemic, there were lots of people who were scared and uninformed and feeling anxious about what was happening. But our pharmacists were able to provide that empathy and advice over the phone, as well as through virtual face-to-face consultations, and in person in our pharmacies.”**

Marc Donovan, Chief Pharmacist for Boots UK



## Our expert, caring teams helped combat the virus

(GRI 102-9)

Our pharmacists and pharmacy teams performed at the top of their professions during the pandemic, fulfilling a crucial role in society by providing healthcare services, helping patients stay adherent to their medication therapies and delivering trustworthy, empathetic information to keep people safe.

Our level of care and compassion was on display in a powerful way as our pharmacists responded to needs in the communities they serve, building on our heritage as a trusted healthcare resource. Our pharmacists in the U.S., the UK, Europe, Chile, Mexico and Thailand, appeared in numerous media campaigns, including television and radio interviews, online video series, social media messages and livestreams, our business and corporate websites and internal newsletters.



### MORE INFO

Read more on our work with communities during the pandemic:

Partnerships for Good, pp [71-78](#)

Giving Back, pp [80-83](#)

## Supporting our communities

(GRI 103-2, 413-1)

WBA's businesses supported communities through numerous campaigns, donations and ongoing charity work.

### Below are just a few examples:

- We established Safe Spaces in our pharmacies in Chile, Ireland and the UK to support those experiencing domestic violence and abuse during lockdown.
- Walgreens was a founding member of the Illinois COVID-19 Response Fund, donating \$100,000, and made an early donation of \$100,000 to the CDC Foundation as well as providing in-kind donations such as thermometers.
- Walgreens also donated PPE to various states and supported healthcare workers in hospitals and health systems across the U.S. by donating care packages that included personal care items, snacks and beverages, along with offering special store discount days for front-line workers.
- Between April and August 2020, Boots UK donated more than half a million products to key CSR partner The Hygiene Bank, a charity that distributes hygiene, beauty and personal care donations for vulnerable people living in poverty. Toiletries and essentials were also donated to NHS workers and patients, including temporary Nightingale Hospitals set up in response to COVID-19, and care home workers.
- Alliance Healthcare Turkey donated \$250,000 to a national COVID-19 response campaign.
- Boots Thailand donated PPE and disinfectant to the National Cancer Institute of Thailand.
- Our UK businesses supported healthcare workers on the front lines delivering more than 2,000 packs containing more than 17,600 health and beauty products to 20 hospitals, through regular Alliance Healthcare logistical support routes.
- During fiscal 2020, Alliance Healthcare donated 37,000 treatments to International Health Partners, with a total value of more than £32,410 (\$41,000). These treatments were shipped to more than 20 different countries.

## Celebrating our heroes

Throughout the pandemic, we have celebrated countless examples of personal sacrifice and extraordinary contributions by our people, including both workplace efforts and volunteerism. WBA team members stepped forward to test patients and key workers for COVID-19, deliver critical medicines to people's homes, secure supplies of PPE, deliver PPE to hospitals and home-care businesses, work extra and flexible hours and staff helplines. All the while, some had to isolate themselves from friends and family to keep others safe and to ensure that they could continue working.

Here are just four examples of extraordinary care:



**"I came into this field to help people and I'm glad I'm able to do that, even in these unusual times. I try to balance helping people with their health, while being mindful of their emotions,"**

said Ebony Rhem, a Walgreens pharmacy manager in New York City, who led her team through the uncertainty of the early days of the pandemic.



**"I'm so proud of being able to help customers receive the medication they need during the COVID-19 crisis,"**

said Juthaporn Khamtanom, store group manager, Boots Thailand, who was recognized for going above and beyond to help deliver medication to customers during lockdown.



**"I want to help in any way possible. COVID-19 has been our greatest challenge, but also our greatest opportunity to shine,"**

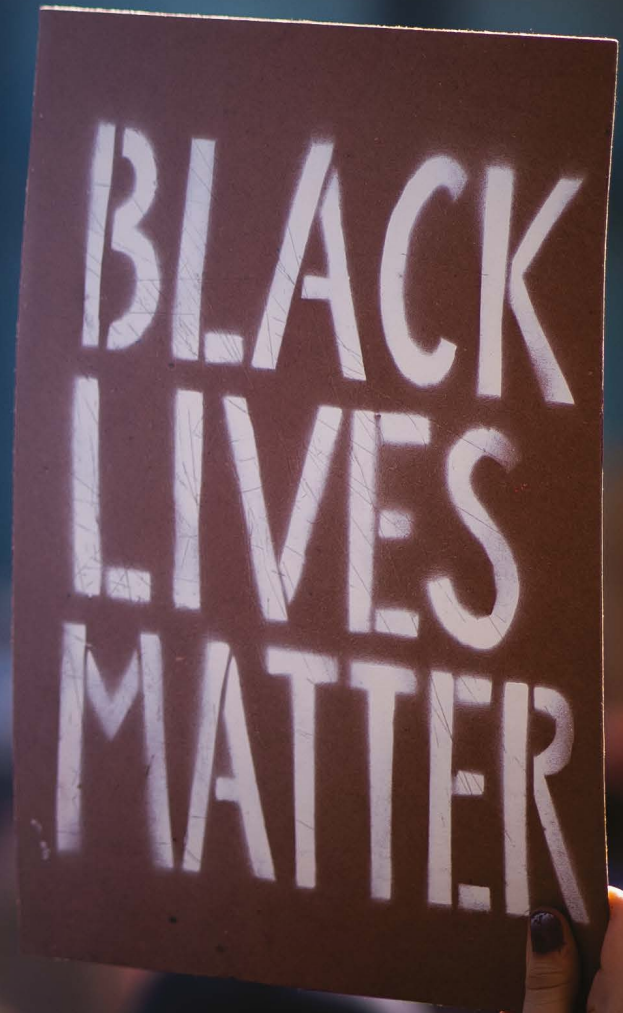
said Danny Wolak, pharmacy manager in Chicago, who volunteered on weekends at Walgreens drive-thru COVID-19 testing sites during the early stage of the pandemic.



**"Working through the pandemic has been a challenge but also very rewarding. Being there for patients when they need it the most is my priority,"**

said Hadeal Jaidy, relief pharmacist at Boots Lancaster, who was recognized for making personal sacrifices during the pandemic to continue to work.





## Our Response to the Racial Equity Movement

(GRI 103-1, 103-2, 413-1)

**We aim to be an example  
of diversity and respect.**





## DOWNLOAD

For more information on our progress in these areas, please see the Equal Opportunities section, pp [134-145](#), as well as our recently published [WBA Diversity & Inclusion Report 2018-2019](#).



## Taking actions to drive change

The tragic killing of George Floyd in Minneapolis, Minnesota in May 2020 reignited the movement for racial equity and justice in the U.S. and across the world. With hundreds of thousands of people taking to the streets in our communities globally, WBA publicly recognized its duty to be a catalyst for change, as a community and a company. We aim to be an example of diversity and respect, with employees who are well cared for and passionate about the communities we serve.

Shortly after Floyd's death, we issued [a statement from CEO Stefano Pessina](#) and an [open letter on racial injustice from Global Chief Human Resources Officer Kathleen Wilson-Thompson](#). We also published "[Get uncomfortable, an open message to our non-Black co-workers, friends and neighbors from the leaders of the Walgreens African American Leadership Network Business Resource Group](#)," to kick-start conversations about race in our workplace.

We are taking specific actions to drive change, working to ensure that managers are held accountable for recruitment, retention and development of people of color at every level of the organization from the boardroom to the store room.

**This will be an ongoing process involving listening, learning and action. In this section, we summarize:**



how we have educated ourselves;



our new and ongoing commitments to diversity, equity and inclusion; and,



our new and ongoing programs that address healthcare inequities that plague at-risk communities and communities of color.

## Listening

We are taking a simple but powerful first step, listening. Our businesses have held listening oriented events where people of color provided insights on their experiences, views and feelings. Videos of these events, such as the UK Black, Asian and Minority Ethnic (BAME) Business Resource Group's (BRGs) Race at Work panel, have been shared across the company.

Our executive teams also participated in listening sessions with employees from diverse backgrounds. This included Real Talk sessions with African American and Black managers and leaders across the U.S. to discuss coping and reflections on the current Black experience and the desired future state.

Additionally, our diverse BRGs have hosted listening sessions, shared ways to be a better ally in the workplace and practical ways to be inclusive.

Large numbers of Walgreens employees tuned into Listen, Learn, Act virtual Town Hall sessions on the journey toward racial equity. In these sessions, invited speakers - including Chicago Mayor Lori E. Lightfoot - challenged us to do more with our vast healthcare resources and experience to address health disparities in communities of color in the United States. Recordings were shared widely with employees after the sessions.



### MORE INFO

More information on our ongoing sponsorship of the First Ladies Health Initiative - which works to raise awareness and increase access to health screening in a number of large U.S. cities - can be found on p. 67, in the Healthy Communities section of this report.

## New and continuing commitments and actions

The WBA board has appointed its first African-American woman member, and has committed to further diversification efforts: adopting amended corporate governance guidelines that when searching for new directors, they will actively seek people of color and women to include in the pool from which board nominees are chosen. The board also approved linking of a portion of employee bonus incentive pay to the company's performance on diversity, equity and inclusion goals.

We have made unconscious bias and diversity and inclusion learning modules available across our businesses.

Other actions in our business include: introducing product lines that celebrate racial diversity, increasing diversity of product testing panels, working with a diverse and inclusive range of suppliers and partners, casting an even more diverse range of models and talent in our marketing campaigns, ensuring diverse candidate slates and interview panels in the talent acquisition process.

WBA added Inclusion to its corporate values, which are now Trust, Care, Innovation, Partnership, Dedication and Inclusion and changed the name of its D&I function to Diversity, Equity and Inclusion. Equity means seeing everyone's potential and understanding our employees' needs so that we help them reach their full potential.

Walgreens is involved in multiple initiatives in the Chicago area to support communities of color, including donating flu shot vouchers, continued partnership for more than 25 years with the Midtown Educational Foundation, which provides educational achievement and mentorship for young men and women in at-risk communities; an ongoing partnership with Skills for Chicagoland's Future to help address disparities and job skills gaps; pharmacy school scholarships to minority students from Chicago; and a combined \$100,000 donation in 2020 to local organizations, the Chicago Urban League and My Block, My Hood, My City, to support efforts for racial justice.

## Addressing health inequities

(GRI 413-1)

Walgreens prides itself that approximately 78 percent of the U.S. population lives within five miles of one of our retail pharmacies. So we are uniquely situated to have an impact on almost every community in the country. Approximately 40 percent of our U.S. retail pharmacies serve areas that have been identified as either medically underserved or as a healthcare professional shortage area for primary care, according to the Health Resources & Services Administration.

We are centering our intensified efforts to address healthcare inequalities in Chicago, the area where WBA is headquartered, where life expectancy is dramatically lower in African American and Latino or Hispanic neighborhoods compared with white neighborhoods. In these neighborhoods of color, there is a relatively lower presence of healthcare providers and health information, a higher prevalence of diabetes, asthma and hypertension and often a greater hesitancy regarding vaccinations.

**We're working with city leaders and community organizations to expand access to affordable care and education. We are actively exploring offerings to address specific health disparities across Chicago's underserved areas, with initial efforts focused in the Chatham neighborhood with the following services:**



### Diabetes outreach

Pharmacists are prioritizing high-touch consultations for those living with diabetes to personalize solutions, address any barriers to taking medications and making recommendations for health screenings and immunizations.



### Pediatric asthma outreach and education

Given the high prevalence of pediatric asthma in Chicago, pharmacists are conducting outreach to parents and guardians of children with asthma to provide education on the importance and proper use of asthma medications, review side effects, discuss asthma triggers and provide action plans in collaboration with healthcare providers, as needed.



### Flu clinics

We have provided flu shots at no cost through initiatives with health insurers, the Illinois Department of Public Health, local and state elected officials, community groups and churches.



**We engage with local communities to improve societal health and well-being through:**

- Programs and campaigns to improve access to affordable, quality healthcare and awareness about critical health issues
- Efforts to help combat opioid abuse and prevent overdose-related deaths
- Partnerships, particularly aiming to:
  - Help support people living with cancer at every moment of their journey
  - Enable young people across the world achieve their potential

# Healthy

# Communities

**SDGs in this section:**





# Access to Affordable and Quality Healthcare

(GRI 103-1, 103-2, 103-3)

**Expanded access and price transparency improve adherence to medications and patient outcomes as well as community health resiliency. As one of the largest companies in the world dispensing and distributing medications, and through our delivery of other healthcare services, WBA is uniquely positioned to make an impact on healthcare access and affordability. Through our business activities, advocacy work and CSR initiatives we work to improve healthcare access for millions of people, especially in markets with large populations of uninsured and underinsured people.**

The global pandemic and the racial equity movement both underscored our essential role as a community provider of health services including COVID-19 testing and vaccinations, and a key retailer for essential health items such as personal protective equipment (PPE). Our pharmacists in the Americas, Europe and Asia are trusted, expert voices to help people stay safe and healthy from the virus.



We use market testing of new products and services, utilization, competitive analysis, health outcomes research and customer feedback to evaluate our approach to these issues.

**These are the main ways we are working to transform areas of healthcare to bring critical services to communities, in person and digitally:**



In our businesses we are developing innovative, accessible healthcare options with a focus on personalization. We continue to work to improve the care experience and help patients find savings digitally. We are partnering with companies to create neighborhood healthcare destinations with accessible services such as doctors offices. Our trained pharmacists provide patient consultations.



In the U.S., our government relations team advocates for drug price transparency, passing on savings to patients at the pharmacy counter and for an enhanced role for pharmacists to help patients find best-priced options.



In our European pharmacy operations, where single-payer systems mean affordability is not as much of an issue, our focus is on increasing access that is convenient to the customer, offering culturally competent care and leveraging the scale of our retail store footprint.



For our own employees, we are committed to providing quality, affordable healthcare and services to manage their conditions and improve health outcomes. Details are included in the Healthy and Inclusive Workplace section of this report.

**In fiscal 2020, we introduced performance metrics for this topic - to measure our progress in the U.S., where access to quality and affordable healthcare is a priority issue - as follows:**

Key Performance Indicator	Fiscal 2020 Performance
<b>Number of new in-store health service locations that increase access</b>	Increased 64 percent, driven primarily by expanded nutrition and weight management and lab locations through our collaborations with Jenny Craig and Labcorp. The increase also includes primary care, dental and Medicare services.
<b>Number of collaborations with healthcare service providers covered on the Walgreens app through Walgreens Find Care, which help increase access</b>	40, including services offering diabetes management, telehealth such as virtual primary care doctor visits, pain management, eye exams, laboratory testing, weight loss support, teletherapy for mental health, sleep solutions and more.



## The critical role of pharmacists

(SASB HC-DR-000.D)

**Retail pharmacies are often the first place a patient goes for treatment or preventive care. With thousands of retail pharmacies in numerous countries, more than 120,000 healthcare service providers among our employees with 36,000 being registered pharmacists, plus a scope of pharmacy services including retail, specialty, medical facility, mail, online and mobile, we provide a unique resource.**

We see our role as an integral part of the patient's healthcare team and aim to deepen this partnership to improve patient health outcomes, especially for chronic diseases and complex conditions.

Pharmacists are on the front lines of neighborhood healthcare, providing medication management, administering vaccinations, and partnering with health systems to advance health and wellness.

To meet the heightened need for healthcare access during the COVID-19 pandemic, we worked with governments to implement COVID-19 testing and administer vaccines. Our pharmacists and pharmacy teams contacted hundreds of thousands of vulnerable patients to ensure they were aware of delivery and other options for receiving their prescriptions and to connect them to manufacturer copay and financial assistance programs if needed.



**65M+**  
downloads

The Walgreens mobile app has more than 65 million downloads and offers digital solutions for patients, including refilling prescriptions by scan, pill reminders and chat with a pharmacy professional.



**100,000+**  
patients

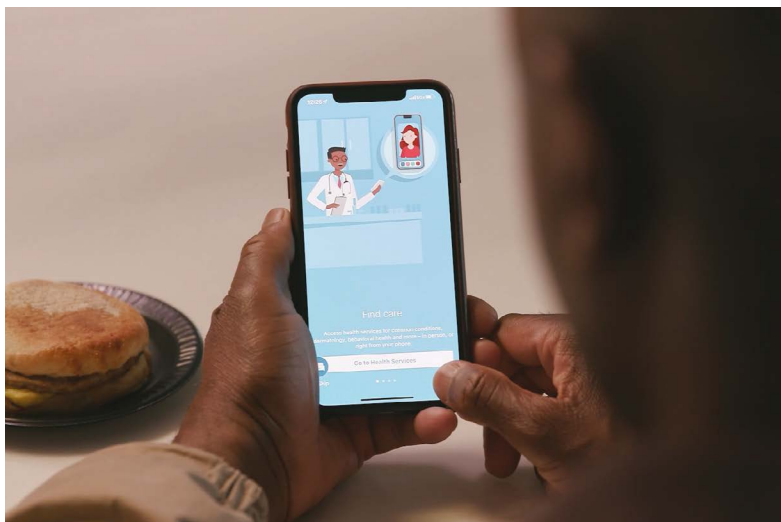
On average, more than 100,000 patients per month use Pharmacy Chat to get confidential, free expert advice from our pharmacy team, 24/7, 365 days a year.



**8.5M+**  
people

More than 8.5 million people visited Walgreens Find Care in the fourth quarter of fiscal 2020, a 36-fold increase from the fourth quarter of fiscal 2019.

## Continuing to innovate during the pandemic



**Our businesses have long innovated to provide convenient access to medication and essential items - meeting increased demand for digital services in an industry that is ripe for change.**

This business imperative intensified during the pandemic, when we waived delivery fees for prescriptions in the U.S. and the UK, and implemented safe shopping alternatives such as picking up essential items at the pharmacy drive-thru window and curbside pickup in the U.S.

Online orders soared during the pandemic, with sales on boots.com more than doubling in the fourth quarter of fiscal 2020, compared to the same quarter a year earlier, and sales on Walgreens.com up close to 40 percent. We expanded our fulfillment capabilities to meet this rising demand and help people stay safe by shopping from home.

The convenience of our resources and digital tools took on new meaning for patients seeking to access medications from home, to consult with a pharmacist over their smart phone or to find a telehealth solution.

The Walgreens mobile app was fully redesigned, becoming an even more powerful health and wellness tool, featuring a broad range of services for customers and patients, including a 24/7 pharmacy chat, access to find and book medical care and vaccination appointments, personalized health and wellness advice and real-time flu alerts.

[The Walgreens Find Care digital platform](#), available online and through the mobile app, helps patients navigate their healthcare



## AWARD

Walgreens won the Digital/Mobile Health Solutions category in the Fierce Innovation Awards - Healthcare Edition 2020, for Walgreens Find Care. The award recognizes innovative solutions that have potential to save money, engage patients or revolutionize the industry.

experience from the comfort of their own home. Through Walgreens Find Care, patients can access more than 40 trusted providers that together offer more than 60 services and treat more than 100 conditions.

Walgreens Find Care quickly expanded to meet increased needs during COVID-19 when some people were not comfortable going to the doctor, or it was not recommended to do so.

In the UK, community pharmacies such as Boots UK are the biggest healthcare provider in underserved areas. Patients can consult with a pharmacist without an appointment and receive expert advice on clinical conditions and medicines as well as referrals to the appropriate support.

During the COVID-19 pandemic, the capacity of the Boots UK online repeat prescription service was increased to enable customers to have their medicines delivered to home for free.

Boots UK provides a range of community pharmacy services to help customers access healthcare and manage conditions before reaching a crisis point, thereby helping to reduce the burden on the National Health Service (NHS). Boots partners with the NHS to provide commissioned services such as Medicine Use Reviews, New Medicines Service, Drug User Services and Stop Smoking. Other services include vaccinations, mole scanning, erectile dysfunction treatment and online review and treatment for conditions such as acne and hair loss.







“  
The need for  
mental health  
resources has  
been amplified  
during the  
pandemic.  
”

## Responding to mental health needs during the pandemic

**The need for mental health resources was amplified during the COVID-19 pandemic and Walgreens was well positioned to respond as it completed the first phase of Mental Health First Aid training for pharmacists in May. Mental Health First Aid trains participants in mental health literacy, understanding risk factors and warning signs for mental health and addiction concerns, and strategies for how to help someone in both crisis and non-crisis situations.**

A group of more than 200 Walgreens Health Outcomes Pharmacists, who work with vulnerable patients with chronic conditions to help them adhere to their medication, were the first to complete the training. Walgreens developed the training a year earlier with the American Pharmacists Association (APhA) and the National Council for Behavioral Health, which administered the training.

Walgreens spearheaded the collaboration and training initiative in 2019. Recognizing it could benefit the industry at large, the pharmacist training in summer of 2020 became available to any pharmacist industry-wide.

Walgreens continues to meet the growing need for resources and access to care through its mental health platform ([Walgreens.com/mentalhealth](https://www.walgreens.com/mentalhealth)), which features informational resources and a selection of free online screening tools through program partner Mental Health America.



Walgreens Prescriptions Savings Club members saved

**\$164M**

off the cash retail price on prescriptions and immunizations in the period between the April 30 relaunch and early October 2020, by paying an annual fee of \$20 per person or \$35 per family.



WBA's high-quality generics brand Almus was introduced in our Mexican chain Farmacias Benavides in 2019 and expanded to some 280 competitively priced items in fiscal 2020. While generics are not new to Mexico, Almus provides an international standard of quality. In fiscal 2020, Farmacias Benavides registered more than 650,000 chronic patients buying Almus products, up almost 90 percent from a year earlier.

## Addressing the high cost of care

**Affordability is primarily an issue for our U.S. business and for our two Latin American retail pharmacy chains, Farmacias Benavides in Mexico and Farmacias Ahumada in Chile.**

Walgreens collaborates with other businesses and organizations in the pharmaceutical supply chain to make medications more affordable and accessible through copay assistance. Through a number of programs, Walgreens helped approximately 829,000 patients in the U.S. secure more than \$430 million in copay assistance for prescriptions during fiscal 2020.

### Support initiatives include:

- Specialty pharmacists trained to provide patients with resources to navigate programs such as Help Hope Live and Good Days that help them secure assistance for prescription copays;
- Walgreens works with programs across multiple conditions, such as the federal AIDS Drug Assistance Program, and with local foundations and organizations; and
- Walgreens pharmacists help point eligible patients to manufacturer copay assistance.

The issue of medication prices became particularly acute during the pandemic as millions of Americans lost their jobs and health insurance. Walgreens responded by lowering prices of hundreds of medications offered through its Prescription Savings Club. The program offers savings of up to 80 percent off cash retail prices and became available to all customers including those with Medicare and Medicaid coverage.

In Chile and Mexico, where out-of-pocket payments for prescription drugs can present a barrier to care, we operate national pharmacy chains and understand the healthcare operations and limitations.

In Chile, the Ahumada Contigo (Ahumada With You) access program, launched in fiscal 2018 with 250 products, has expanded to include more than 695 products that patients affiliated with the public healthcare system can purchase at significantly lower prices at Farmacias Ahumada.



**1.7M+**  
free flu  
vaccinations

provided since 2010 to customers who present a voucher, helping to address health disparities for underserved communities

## Flu vouchers

**The seasonal flu can make chronic health problems worse and lead to hospitalization. Walgreens is committed to helping protect uninsured and underinsured people from exposure to the flu, which causes tens of thousands of deaths every year in the U.S.**

The vouchers are distributed through outreach efforts, local events and community and faith-based organizations - with more than 132,000 redeemed during fiscal 2020.

Using modeling, [Walgreens research has shown](#) that administering more than 660,000 free flu vaccinations during the 2015-2016 and 2016-2017 flu seasons potentially averted 8,621 ambulatory care visits and more than \$900,000 in related costs, 314 hospitalizations and more than \$3 million in related costs, and 15 deaths.

Walgreens has committed to extending this work by donating \$5 million worth of free flu shot vouchers in the United States by 2024, donating close to \$3 million by the end of fiscal 2020.



## Healthcare destinations strategy

**WBA took a big step forward with its neighborhood healthcare destinations strategy in July 2020, announcing an expanded partnership with VillageMD for a large-scale rollout of doctor's offices colocated at Walgreens stores. These clinics - more than 50 percent to be located in medically underserved communities - are designed to provide convenient access to healthcare by meeting many essential needs all under one roof.**

Walgreens and VillageMD plan to open 600 to 700 Village Medical at Walgreens physician-led primary care clinics in more than 30 U.S. markets by 2025, with the intent to build hundreds more thereafter.

Other U.S. business relationships to provide comprehensive healthcare services in select locations include diagnostic lab testing services through Labcorp at Walgreens patient service centers, senior-focused primary care centers, optical and dental services, and nurse practitioner-led retail healthcare clinics for patients with acute medical needs, run by leading local health systems.







## Advocacy work on drug pricing, expanded role of pharmacists in the U.S.

In the United States, rising costs are cited as a significant cause by many patients who do not purchase and take their medications, which impacts health outcomes. Walgreens follows two guiding principles on drug pricing: drug prices should be transparent as they move through the supply chain; and savings should be passed on to patients to lower their out-of-pocket costs. Walgreens has advocated for a new Part D pharmacy real-time benefit tool that would provide pharmacists the ability to help patients fully understand where they are in the benefit phases and their out-of-pocket (OOP) costs requirements. The pharmacist can then assist the patient in finding ways to lower their OOP costs, which can increase medication adherence.

Walgreens continues to advocate for policies that expand prescribing authority for pharmacists to improve outcomes and increase accessibility to care. This includes the ability to initiate certain prescriptions, conduct point-of-care testing and provide clinical advice.

At the beginning of the pandemic, Walgreens worked quickly with federal, state and local governments, as well as industry partners to meet the needs of the communities across the country to serve as a community access point for COVID-19 testing. Walgreens has used a collaborative approach with governments, business partners and industry groups to prepare for our role in administering COVID-19 vaccines, and to help accelerate the availability of vaccines against the virus in communities across the country.



“Walgreens used a collaborative approach to prepare for its role in administering COVID-19 vaccines.”

# Health Education and Awareness

(GRI 103-1, 103-2, 103-3)

**WBA plays an essential role in improving health outcomes and empowering patients to take control of their health through our pharmacy-centric business model, including community pharmacies and digital services. As a touchpoint for millions of patients, our businesses educate and raise awareness about health issues and conditions, reaching people with vital information that can improve individual health and community resiliency.**

For our company, the topic of health education and awareness has the following components:

- Improving health outcomes by driving medication adherence and care management through our business operations; and
- Engaging patients through our retail pharmacies, our trusted brands and our digital tools and partnering with nonprofit groups and government agencies on campaigns to:
  - empower patients to take control of their own health;
  - incentivize healthy behavior, preventive measures and smoking cessation; and
  - reduce stigma around conditions such as HIV and dementia.



**In fiscal 2020 we introduced a performance metric for this topic as follows:**

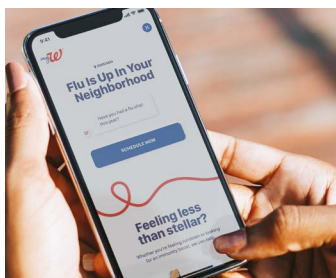
Key Performance Indicator	Fiscal 2020 Performance
<b>Number of consumers who participate in health education initiatives through clicks on healthcare focused topics on Walgreens.com. These topics include COVID-19, flu, immunizations, Medicare, allergies, diabetes, pain, HIV and others.</b>	10.3 million

Our role in health education and awareness was heightened during the COVID-19 pandemic, particularly as we elevated the voices of our trusted, caring, expert pharmacists. The Our Response to COVID-19 section of this report details the ways we helped inform the public about health and safety issues. In this section, we share how we expanded some programs - such as outreach to vulnerable patients at risk of missing medication during the pandemic - and how we quickly pivoted others - such as adapting our HIV testing campaign partnership to at-home testing kits.



### MORE INFO

We continuously review and update our medication adherence programs based on feedback from customers and our pharmacy staff, our research on health outcomes and our performance on adherence metrics.



# Medication adherence

(SASB HC-DR-260b.1)

**Our pharmacy businesses play a significant role in improving societal health and well-being by helping patients adhere to medication regimens and overcome barriers to care. Poverty, a lack of insurance, limited transportation options, lack of convenience, the complexity of regimens, concerns about interactions with other drugs and food, unawareness of the risks of skipping medication or unconscious issues such as forgetfulness can all be factors in medication adherence.**

Evidence shows that the widespread problem of medication non-adherence is associated with adverse health outcomes and rising healthcare costs. Up to one-half of the 187 million Americans taking prescription drugs do not take their medications as prescribed, which adds costs to the medical system.

Walgreens focuses on each and every patient's health and well-being. However, recognizing that diabetes, high cholesterol and hypertension are particularly prevalent among Americans, we have tailored specific programs to help improve health outcomes for patients living with these three disease states. Across all three disease states, Walgreens PDC rates improved by 3 percentage points in fiscal 2020 compared with fiscal 2019. PDC refers to Proportion of Days Covered, a common measurement for adherence that refers to the percentage of time when a patient has medication available based on refill records.

Walgreens pharmacists work with physicians, health plans, pharmaceutical companies and patients to remove barriers to taking medications as prescribed. Adherence programs for the most complex treatments and regimens include phone and in-person consultations to address potential side effects and offer remedies, connecting patients to financial assistance to ensure they stay on their therapies and providing digital solutions including medication synchronization, delivery and education.



**157+**  
Walgreens  
outcomes studies

can be found on the  
[Center for Health & Wellbeing Research website.](#)

Walgreens successful Health Outcomes Pharmacist (HOP) initiative rapidly expanded in fiscal 2020 - to more than 200 HOPs who played a key role in our response to COVID-19 as we conducted community outreach to vulnerable patients. Through the Patient Care Portal, Walgreens reached more than 1 million patients, notably high-risk individuals who were sheltering in place, to assist them with obtaining medications or other items via delivery, curbside pickup, drive-thru or other means, depending on each patient's needs.

Walgreens also implemented diabetes management pharmacist training during fiscal 2020, with more than 85 percent of pharmacists completing the training as of October 2020. The training provides pharmacists with foundational knowledge on how to counsel patients on proper use of medication, annual screenings, analyzing and interpreting self-monitoring of blood glucose results and making recommendations that may help enhance health and lifestyle.

Walgreens work on adherence is supported by research from the Walgreens Health Analytics Research and Reporting team, which collaborates with academic institutions and scientific researchers on numerous studies to help improve patient care while lowering healthcare costs.

Walgreens also participates in national studies to assess our pharmacists' role in medication adherence and health outcomes. For example, in July 2020 Walgreens joined other national healthcare leaders in a collaboration with the Pharmacy Quality Alliance to conduct an 18-month study that will evaluate Walgreens pharmacist-provided care program, focusing on diabetes control and improvement, appropriate medication use and adherence, and overall health status.





Analytics help us predict the patients who are most likely to become non-adherent and identify ways to reach them and keep them on track. Technology supports our patients through digital tools and our pharmacists through our adherence clinical platform.

**Ways that Walgreens works to improve medication adherence:**

## Walgreens Patient Care Portal

More than 26 million patients have been reached. The tool prompts pharmacy employees to contact patients with the appropriate interventions.

## Walgreens Advanced Care Platform

Applies predictive analytics to identify patients at higher risk for non-adherence, allowing holistic intervention to remove barriers.

## Mobile App

Walgreens free, five-star-rated mobile app provides access to digital resources such as Rx Alerts that remind patients to fill and pick up prescriptions at the right time.

## 90-Day Prescriptions

90-Day Prescriptions - With Walgreens assistance, as of August 2020, 12.2 million patients had chosen to convert their eligible prescriptions to 90-day refills, which make medications more convenient.

## Save a Trip

With Walgreens Save a Trip Refills, customers can align multiple prescriptions to one date. More than 4 million patients were enrolled as of Aug. 31, 2020, saving three pharmacy trips a year on average.

## Walgreens Express

With Walgreens Express, following a simple process on a mobile device, patients can prepay for their medication and define their next-day delivery or pickup location.





Our businesses around the world partner with government agencies and nonprofit organizations on awareness campaigns to educate and support patients with preventive health screenings, free flu shots and other services.

## Awareness campaigns, community health education and prevention

**Here are examples of these activities during fiscal 2020:**

### Community health fairs

Walgreens stores sponsored, participated in or conducted more than 5,000 health-focused community outreach events during fiscal 2020. Participation in these events is an opportunity for Walgreens employees to engage with communities on healthcare issues, build relationships, meet patients where they are and where they feel comfortable, and increase availability and accessibility to services and resources such as flu shots, health screening, and educational information.

### Helping to reduce senior falls

For the fourth consecutive year, during fiscal 2020, Walgreens partnered with the CDC and the National Safety Council (NSC) to spread awareness throughout more than 9,000 Walgreens stores on senior falls, a leading cause of serious injuries and death. Past assessments show that, on average, each Walgreens pharmacist counsels six older patients about preventing falls on senior fall prevention day. In 2020, it is estimated that pharmacists engaged with more than 52,000 senior customers to provide prevention tips and advice, including information on how certain medications and winter weather could increase seniors' risk of falling.

### Emotional well-being and children

Mental health is just as important as physical health and Boots UK is committed to supporting the mental well-being of families, especially at a time when COVID-19 has increased stress, uncertainty and emotional pressures. Boots UK partners with BBC Children in Need's A Million & Me campaign, which aims to support young people, between 8 and 13 years old, with their emotional well-being.

Boots worked with mental health experts at Shout, a partner of the Million & Me campaign, in creating and sharing a simple, step-by-step program for parents or caregivers to follow. This program explained the language needed to connect with young people on the challenges of COVID-19, encouraging continued active physical and mental stimulation, creating games around new safe health protocols and teaching young people simple methods to help others with their mental health struggles.





## First Ladies Health Initiative

Walgreens helps to address health disparities in underserved communities through its 12-year sponsorship of the First Ladies Health Initiative, including health days in fiscal 2020 in cities in California, Illinois and Indiana as well as virtual learnings and symposiums. More than 400,000 people have been screened, including blood pressure, blood glucose, HIV screenings and immunizations, or educated through the initiative. The group provides no-cost medical screenings, educational information and personal contacts to help detect or prevent illnesses that disproportionately impact African-American and Latino communities. At First Ladies Health Initiative events in Chicago and in Los Angeles in the fall of 2019, thousands of people received health screenings or health information.

## HIV testing in the U.S. and Thailand

Walgreens annual, free HIV testing collaboration with Greater Than AIDS - a public information campaign by the Kaiser Family Foundation - continued for a tenth year in June 2020. Due to COVID-19, in-store testing in support of National HIV Testing Day was replaced with a new, free HIV self-testing program. Walgreens partnered with Greater Than AIDS and with Orasure Technologies to make a timely donation of 10,000 OraQuick In-Home HIV Tests to community partners to support expanded testing options.

Local health agencies and community-based organizations distributed the FDA-approved, self-administered tests to those unable to get tested in-person. With the new donation, more than 67,000 free HIV tests will have been provided – and many more people have been reached with critical information – since the launch of the Walgreens - Greater Than AIDS partnership in 2011.

Boots Thailand joined a study on access to HIV self-testing services that was launched in August 2020. The study, a collaboration between the Bamrasnaradura Infectious Diseases Institute, Thailand's Ministry of Public Health and the U.S. Centers for Disease Control and Prevention (CDC), aims to increase awareness of and testing for HIV. Access to HIV testing and counseling will be available at 36 Boots pharmacies in Bangkok as part of the study.





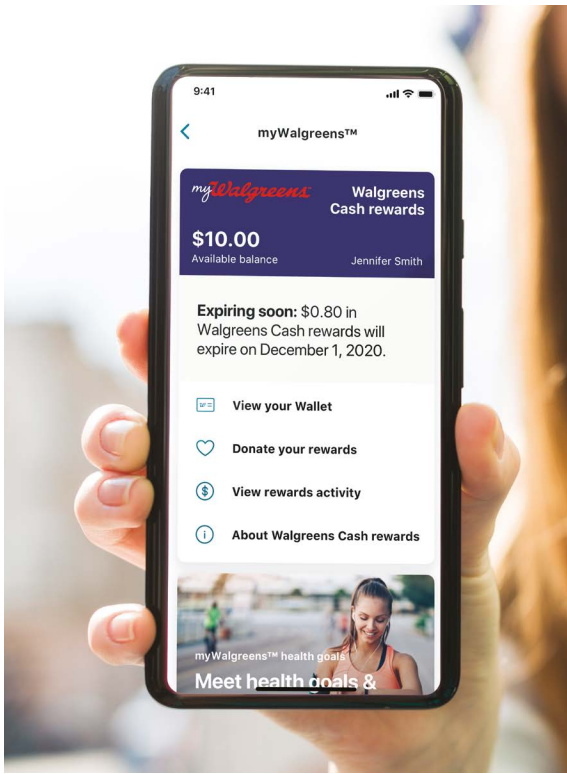
### Dementia awareness

Boots UK, Boots Opticians and Boots Ireland aim to provide a dementia-inclusive environment and offer learning tools for staff to understand the common challenges a person with dementia may encounter in a store environment. These tools were developed in association with Alzheimer's Society in the UK and with the Dementia: Understand Together Campaign in Ireland, and help staff understand how to make a visit to a store a little easier for those living with, or affected by, dementia.

The majority of staff in UK and Ireland stores have completed dementia learning and wear Dementia Friends badges in the UK, and Dementia: Understand Together badges in Ireland. These easily recognizable signs of understanding can help those living with dementia to feel at ease and cared for within their community.

### Collaboration for Healthier Lives

During fiscal 2020, WBA continued its involvement with the Collaboration for Healthier Lives (CHL), an initiative of the Consumer Goods Forum global retailer and manufacturer association. CHL explores ways to help customers shop for healthier products through a series of projects in cities around the world. Although CHL activities were suspended due to COVID-19 in many cases, Walgreens participated in the project in Hagerstown, Maryland, and Boots UK has continued to be involved in two pilot locations in the London boroughs of Lambeth and Southwark.



## myWalgreens health goals

Walgreens free digital wellness program myWalgreens health goals (formerly known as Balance Rewards for healthy choices), part of our customer loyalty program, is an app that enables customers to log their healthy actions and earn points that can be spent at Walgreens.

Program users set physical activity and healthy lifestyle goals and then log their progress and self-monitor glucose, blood pressure and other health indicators. As of Aug. 31, 2020, users had established more than 780,000 goals, with a 57 percent completion rate. Numerous studies show improved behavioral health outcomes for participants, who are motivated by the program to engage in healthy behaviors.

Participants can link their digital fitness trackers to the digital wellness program - and more than 4 million devices have been connected since 2012.

## Smoking cessation

(GRI 103-1, 103-2, 103-3)

**Walgreens has de-emphasized tobacco products, stopped selling e-cigarettes and taken steps to address the matter of tobacco sales to minors.**

Walgreens has a zero-tolerance policy prohibiting the sale of tobacco products to those under 21 and any employee violating the policy is subject to immediate termination. We require age verification from anyone purchasing these products, regardless of age, in all of our U.S. stores. Since the policy went into effect Sept. 1, 2019, we implemented additional training for store employees and added signs to notify customers of the policy.

Walgreens is committed to having pharmacy play a role in helping people quit tobacco. Walgreens pharmacists and technicians are trained to support

a patient's attempt to quit. The business also offers digital support tools, prescription and over-the-counter products and an incentive program through the myWalgreens health goals platform (formerly Balance Rewards for healthy choices). In fiscal 2020, we saw an increase in sales of smoking cessation products in our stores, compared with fiscal 2019.

Since its inception in October 2015, and as of Aug. 31, 2020, the [Walgreens quit smoking page](#) has received more than 350,000 visits.

# Opioid Abuse Prevention

(GRI 103-1, 103-2, 103-3, 203-1)

Opioid abuse continues to devastate families and entire communities in the U.S. Data from the Centers for Disease Control and Prevention (CDC) showed the opioid abuse death rate rose in 2019 because of increased use of illicit opioids such as fentanyl. Our stakeholders expect us to play a significant role in helping to address the U.S. opioid epidemic, given our influence as a leader in the retail pharmacy industry, our scale of operations and our expansive reach across local communities. Walgreens is focused on collaborative solutions, working with government and business partners on drug take back and addiction mitigation initiatives. The WBA board of directors continues to oversee our management of risks related to the dispensing of prescription opioid medication and our expanding, multi-million dollar effort to help combat overdose-related deaths.

We have worked with representatives at all levels of government, numerous public agencies, research organizations and industry groups to drive and influence legislation related to prescription opioids. Among solutions we support are mandatory e-prescriptions, especially for prescription opioids, which can enhance security and curb fraud, waste and abuse; a nationwide prescription drug monitoring program (PDMP); and seven-day supply limits for acute prescription opioid prescribing.

On this page are updates on our progress on ongoing initiatives to combat prescription drug abuse as well as new metrics on naloxone kits, safe medication disposal kits and time-delay safes.

## LIFESAVING OPIOID OVERDOSE ANTIDOTE NALOXONE



### AVAILABLE

without a prescription  
in all Walgreens  
pharmacies



### 550,000

kits dispensed

## SAFE MEDICATION DISPOSAL



### 1,400+

safe medication  
disposal kiosks in  
Walgreens locations



1.4K

### 1,400 TONS (1,270 METRIC TONNES)

of unwanted medication  
safely disposed  
of since 2016



### 1.5M+

take-home safe  
medication disposal  
kits shipped to stores  
since May 2019

### 508 TONS (461 METRIC TONNES)

disposed of  
in fiscal 2020

## TIME-DELAY, HIGH SECURITY PHARMACY SAFES



### 7,900+

U.S. stores have  
safes installed;  
3-year, \$19M project



### SIGNIFICANTLY REDUCED

pharmacy robberies and  
burglaries; employee  
safety improved



# Partnerships for Good

(GRI 103-1, 103-2, 103-3)

**We believe in teaming up with organizations that have healthcare expertise to maximize our impact on the health and well-being of communities. Our collaborations are long-term, with some of them dating back more than a decade, enabling us to help improve the lives of hundreds of millions of people, especially women and children. We engage with organizations that provide healthcare services at national and international levels, including in developing countries. In this way, we amplify our work on healthcare access and education, two of our highest priority CSR topics. Through these partnerships, we tackle important health issues including malnutrition, disease prevention and cancer research, prevention and support as well as empowering youth.**

The aim of our charitable partnerships is to lead by example and be a catalyst for others to do good. To maximize our impact on society, we have created and supported initiatives that customers and employees can join. These initiatives generate enthusiasm, build customer loyalty and increase employee satisfaction and engagement. Our charity partnerships are good for business and communities and have helped improve the health and well-being of millions of children.



# Supporting People Living with Cancer

(GRI 103-1, 103-2, 103-3, 203-1, 413-1)

Our pharmacies are a trusted resource for cancer patients seeking support during their treatment or answers about the side effects of medications. We work with cancer organizations to train our pharmacists and beauty consultants to develop the expertise and compassion to connect confidently with patients, family members and caregivers. Through this specialized training, we have expanded our cancer care beyond the physical well-being of patients to also address the significant emotional impacts of cancer.

As more cancer treatments are taken orally, and due to their interaction with patients, our pharmacists and healthcare professionals are uniquely positioned to provide expert advice to people living with cancer. This level of care is increasingly important as new cases of cancer globally are projected to grow to more than 29.5 million a year in 2040 from 18.1 million in 2018.

WBA focuses on three priorities aimed at creating innovative and meaningful support for cancer patients and loved ones: assisting people living with cancer, working with organizations that advance research and supporting prevention programs.

We continue to build and deepen our Collaboration for Cancer Prevention, Research and Support, formed in 2019 with four major cancer organizations, facilitating joint initiatives to develop and support innovative cancer research infrastructure and share best practices in patient-centered care.

ORGANIZATIONS THAT HAVE  
JOINED THE WBA-FACILITATED  
COLLABORATION FOR CANCER,  
PREVENTION, RESEARCH AND  
SUPPORT

**MACMILLAN**  
CANCER SUPPORT

**susan g.  
komen®**   
Where the end of breast cancer begins.™

 **LEUKEMIA &  
LYMPHOMA SOCIETY®**  
fighting blood cancers

 **EORTC**  
European Organisation for Research  
and Treatment of Cancer

*The future of cancer therapy*

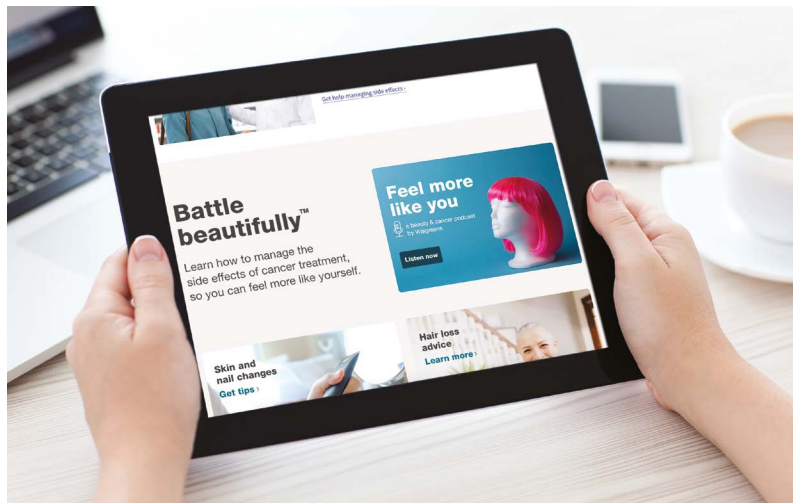
The following are highlights of our work with cancer organizations during fiscal 2020.

### Susan G. Komen and The Leukemia & Lymphoma Society (LLS)

Walgreens collaborates with Komen and LLS to enable research in tough-to-treat cancers and increase access to care. In 2019, Walgreens pledged to contribute more than \$25 million to the two organizations over a five-year period. During fiscal 2020, the first year of the pledge, Walgreens raised more than \$10.8 million through in-store fundraising.

In partnership with LLS, Walgreens has been equipping pharmacists with education and expertise to support patients with blood cancer, such as multiple myeloma, lymphoma and leukemia. More than 75 Walgreens pharmacies have become LLS-certified blood cancer pharmacies with specially trained pharmacists to help patients manage side effects and adhere to medications.

For the sixth year in 2020, nearly 2,500 Walgreens stores across the U.S. participated in LLS Light The Night fundraising walks in support of LLS. More than \$1 million was raised to help fund LLS lifesaving research initiatives and support services for blood cancer patients.



### Feel More Like You

Feel More Like You is designed to help people with cancer manage the physical and emotional side effects of cancer and its treatments. As of Aug. 31, 2020, Walgreens pharmacists and beauty consultants had conducted almost 20,000 consultations through the program. A Feel More Like You consultation is available at no cost through approximately 3,000 Walgreens stores and additional resources include the Feel More Like You podcast. The program, launched in 2019, is the first of its kind from a U.S. pharmacy, health and beauty retailer to integrate personalized oncology clinical care from pharmacists with beauty support services from specially trained beauty consultants.



### Boots UK and Macmillan Cancer Support

In an award-winning partnership, Boots UK and Macmillan Cancer Support have worked together since 2009 to provide expertise, information and support to people living with cancer, such as advice on managing the side effects of treatment. Each year our more than 2,000 Boots Macmillan Information Pharmacists (BMIPs) and close to 1,100 Boots Macmillan Beauty Advisors (BMBA) deliver tens of thousands of conversations and consultations with people living with cancer. Close to 11,000 additional Boots UK employees have taken part in an e-learning to understand how to have great conversations to support people affected by cancer and refer them to sources of support.

To extend support during the COVID-19 lockdown when many people living with cancer were sheltering at home, Boots UK made BMIP consultations available digitally free of charge with digital healthcare provider LIVI Connect. BMBA consultations were also available digitally on boots.com.

Boots UK raised more than £800,000 (\$1.0 million) for Macmillan in fiscal 2020, bringing the cumulative total to £19.3 million (\$28.5 million).



### Boots and the Irish Cancer Society

Boots Ireland has more than 170 Boots Irish Cancer Society Information Pharmacists and more than 70 Boots Irish Cancer Society Beauty Advisors who deliver best-in-class support for people living with cancer. For the third year, Boots Ireland served as the main fundraising partner for Daffodil Day, the society's largest national fundraising event. In light of the COVID-19 pandemic, Boots Ireland supported the move to online fundraising and turned its annual Night Walk activity into an online campaign, raising more than €70,000 (\$77,000). Since the partnership began in 2012, Boots Ireland employees and customers have raised more than €1.9 million (\$2.1 million) equating to over 5,500 nights of care for the Night Nursing service, which provides up to 10 nights of free end-of-life care for patients.



## \$50,000

Including the funds raised during the fiscal year and during the September–November 2020 period, the Alliance Healthcare Games raised a total of approximately \$50,000

### Supporting EORTC and local charity partners with the Alliance Healthcare Games

The annual Alliance Healthcare Games, a fundraising and engagement initiative that benefits cancer charities, expanded in fiscal 2020 to become a multi-market initiative by 11 businesses in seven countries across WBA's Pharmaceutical Wholesale division. The event raises money for the European Organisation for Research and Treatment of Cancer (EORTC) and for local cancer charities. WBA has worked in partnership with EORTC since 2011 to build the first pan-European infrastructure to screen cancer patients across tumor types, SPECTA. In the current phase of the partnership, WBA has committed to raising €5 million by the end of fiscal 2023, to help support better quality of life and increase survival for people living with cancer.

Over the first six months of the Games, a mascot toy rabbit, Specty, passed from country to country and business to business, helping to motivate more than 1,600 employees who took part in health-promoting activities including hikes, tree planting and table football tournaments.

The 2020 Games were suspended in April due to COVID-19 and re-started after the end of the fiscal year.

### Fundación Alma

In fiscal 2020, Farmacias Benavides raised 1.2 million Mexican pesos (\$63,000) for Fundación Alma through the seventh annual Rosa Fuerte Road Race, helping to fund 155 external prostheses and 15 reconstructive surgeries for survivors of breast cancer in Mexico. Fundación Alma supports uninsured or underinsured women through funding for reconstructive surgery, prosthetics, psychological assistance or other aid. Since the Rosa Fuerte race began, Benavides has helped fund 162 reconstructive surgeries and 1,071 prostheses through the partnership with Fundación Alma.



# Empowering Young People

(GRI 103-2, 103-3, 203-1, 413-1)

From providing lifesaving immunizations for infants to celebrating children who are making a difference in their communities, WBA works with charitable partners to enable and empower young people across the world. We have long-term commitments to several programs that directly impact youth. We also work with partners to create new programs and raise funds for organizations with demonstrated track records of impact.

Walgreens and Vitamin Angels have helped more than 250 million women and children in more than 70 countries with life-changing vitamins and minerals.





## BBC Children in Need

Boots UK and Boots Opticians employees and customers raised £1.1 million (\$1.4 million) in fiscal 2020 to support BBC Children in Need. Boots UK also continued to support A Million & Me, a BBC Children in Need funded program that aims to support children from 8 to 13 years old with their emotional well-being. During Mental Health Awareness Week, Boots UK offered virtual support to parents and caregivers by providing tools to help them take positive action to support their children's mental well-being at a time when many young people are facing increased pressures due to COVID-19. Over 16 years, Boots UK has raised a total of more than £13.8 million (\$21.4 million) to fund BBC Children in Need's projects across the UK focused on disadvantaged children and young people.



## Red Nose Day

COVID-19 completely reshaped the Walgreens 2020 Red Nose Day campaign to combat child poverty. Due to safety considerations, the company quickly adapted by offering digital red noses through social media platforms instead of physical ones for sale in stores. More than 370,000 digital red noses were downloaded and used, and the campaign overall created more than 1 billion online impressions. Through customer, employee and supplier contributions, Walgreens raised more than \$15 million for Red Nose Day through the campaign, bringing the total over six years to more than \$118 million.

Through the campaign, Walgreens continued to support vulnerable children in the U.S. and around the world during a challenging time. Red Nose Day donations fund our charity partner, Comic Relief, which worked with grantee partners to activate grant funding for COVID-19 relief and long-term programs that keep children safe, healthy and educated.



### Vitamin Angels

Walgreens and Vitamin Angels recently marked seven years of working together to help more than 250 million women and children in all 50 U.S. states and more than 70 countries with life-changing vitamins and minerals. WBA has extended the commitment for three more years, for a new target of an additional 150 million women and children impacted, for a combined total of 400 million. More WBA businesses are joining the partnership to amplify our impact, starting with Alliance Healthcare UK and Boots Netherlands.

Walgreens donates 1 percent of sales of select vitamin and supplement products, including owned brand vitamins, to Vitamin Angels. The total donation for fiscal 2020 came to \$10.9 million. Walgreens January Quarter Drive for Vitamin Angels raised an additional \$2 million through customer donations, with its key message: for just 25 cents, you can provide a child in need with life-changing vitamins for an entire year. Additionally, WBA employees raised more than \$70,000 in support of the partnership through their activities in fiscal 2020.



### Get a Shot. Give a Shot.

Walgreens and the United Nations (UN) Foundation's Shot@Life campaign collaborate to provide vaccines globally through the Walgreens Get a Shot. Give a Shot. program. Over seven years, Walgreens has helped provide more than 60 million lifesaving polio and measles vaccines to children in developing countries by donating to the UN Foundation for every immunization administered at Walgreens and Duane Reade pharmacies and clinics.

WBA has committed to help provide a total of 100 million immunizations for children in developing countries by 2024 and is expanding the program to businesses outside of the U.S. In fiscal 2021, Boots Norway will also donate the value of a vaccine through Get a Shot. Give a Shot., for every immunization at a Boots pharmacy.



### Baan Gerda

Boots Thailand has supported the Baan Gerda charity for 10 years, donating an accumulated 18.8 million Thai baht (\$600,000) to the organization, which supports children and orphans infected with HIV. Funds raised through store donations in Boots stores across Thailand during fiscal 2020 came to 2.87 million Thai baht (\$92,000).

Boots Thailand employees usually volunteer each year at Baan Gerda's home for children affected by HIV, but this in-person effort was not possible in 2020 due to COVID-19 restrictions. Instead, Boots Thailand donated personal protective equipment (PPE), including more than 300 face shields, to help keep the children safe during the global pandemic.





Walgreens Get a Shot. Give a Shot. program has helped provide more than 60 million lifesaving polio and measles vaccines to children in developing countries, working with the United Nations Foundation's Shot@Life campaign.



# Giving Back: Corporate Donations and Supporting Causes

(GRI 201-1, 203-1, 413-1)



## DISCOVER

Additional corporate giving data is available in the CSR section of our [website](#).



**Through corporate donations, fundraising and volunteering, WBA's businesses and people give back to the communities where we are proud to operate. By investing in our communities, we build trust and support our brands' reputations.**

Our corporate giving strategy is focused on donating to organizations with health programs that align to our core business and CSR priorities. We also give to organizations that work on social welfare and education issues.

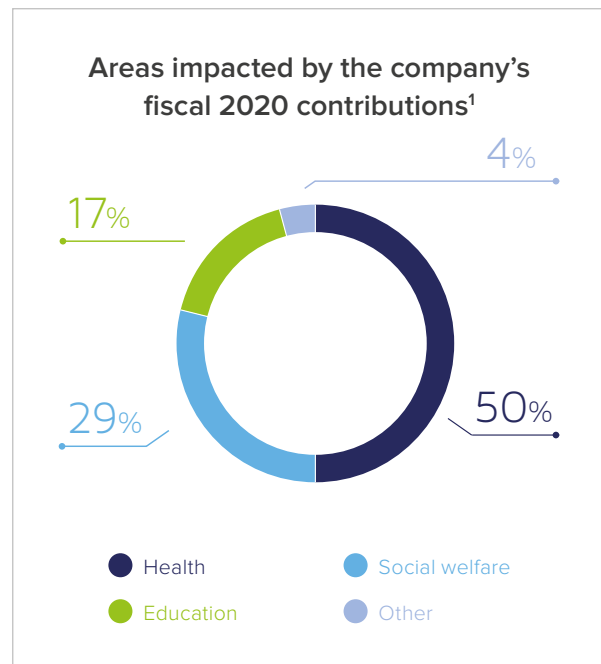
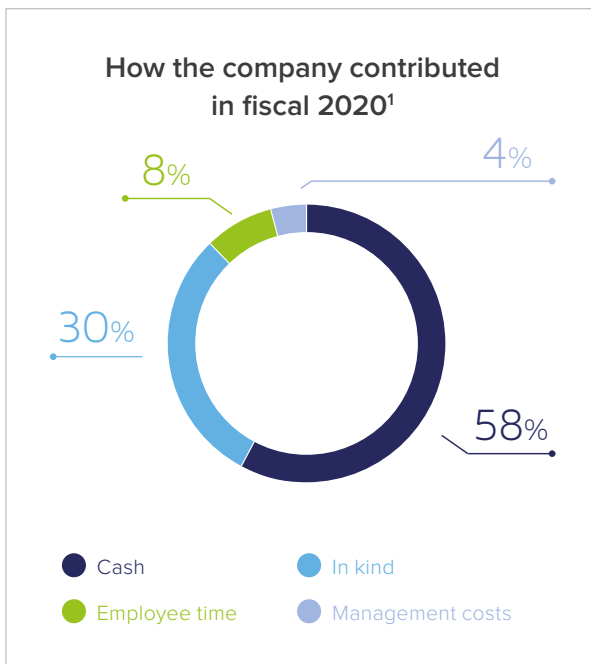
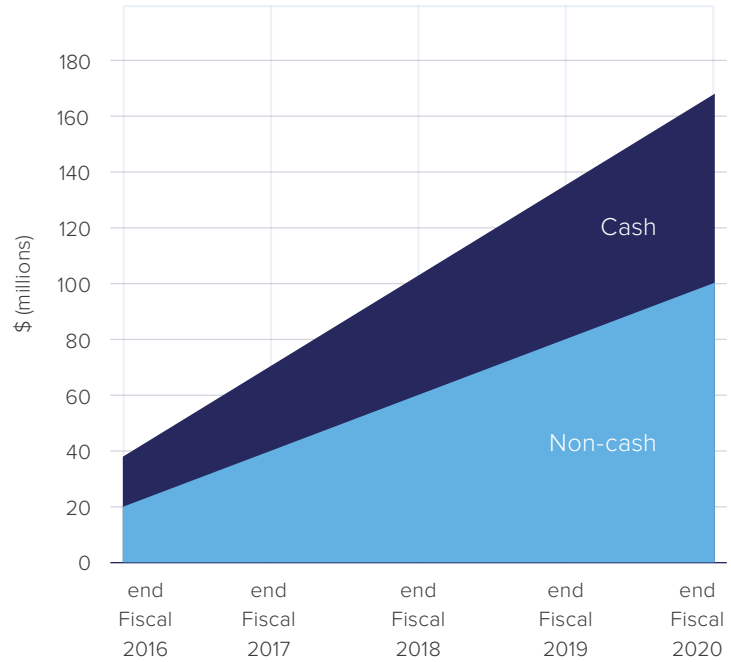
The company has strong processes and policies in place to thoughtfully manage community investments, with an aim to maximize impact. Walgreens, for example, uses a community investment management system that aims to ensure best practices, transparency, alignment with business units, compliance and consistent reporting across the organization.

Many of our employees generously volunteer their time for our charity efforts and other causes, showing commitment and dedication that is truly humbling. Our employees reported more than 118,000 volunteer hours for fiscal 2020<sup>1</sup>, lower than in previous years due to the restrictions related to the pandemic.

As shown in the charts in this section, in fiscal 2020 the company's direct contributions totaled \$28.9 million. Our overall corporate giving decreased in fiscal 2020 compared with fiscal 2019, mostly due to the cancellation of events that our businesses sponsor, because of COVID-19. Our accumulated giving for the five-year period from fiscal 2016, the first year that WBA collected company-wide data, totals \$167.5 million. We collect and report community data in line with the model and methodology of the London Benchmarking Group (LBG), which will be known as Business for Societal Impact as of 2021.

<sup>1</sup> Fiscal 2020 data within Deloitte & Touche LLP's review scope as detailed on pages [180-182](#).

**Corporate giving -  
cumulative since fiscal 2016<sup>1, 2</sup>**



<sup>1</sup> Fiscal 2020 data within Deloitte & Touche LLP's review scope as detailed on pages [180-182](#).

<sup>2</sup> Fiscal 2019-2020 include Walgreens employee volunteering hours for all activities, with and without a fundraising component. Fiscal 2016-2018 include Walgreens employee volunteering hours for fundraising activities only.







## Supporting causes

**We are proud to have continued to support long-time partner organizations through fundraising campaigns during a challenging year due to the global pandemic. With economic hardship affecting families, we recognized the need was greater than ever and we worked with our community and charity partners to adapt programs and move them online.**

Our businesses, stores, regional operations, beauty and skincare brands and Business Resource Groups (BRGs) consult with relevant stakeholders and local communities when deciding to participate in fundraising. Below are details on amounts raised during fiscal 2020 through some of our most significant campaigns.

**\$1.2 million**

American Heart Association

**\$15.0 million**

Red Nose Day

**£1.1 million  
(\$1.4 million)**

BBC Children in Need

**£800,000  
(\$1.0 million)**

Macmillan Cancer Support

**\$10.8 million**

LLS and Komen

**\$1.0 million**

LLS Light The Night Walks

**€185,000**

**(\$205,000)**

Irish Cancer Society

**\$900,000**

American Red Cross

**€300,000  
(\$333,000)**

European Organisation for  
Research and Treatment  
of Cancer (EORTC)

**1.2 million  
Mexican pesos  
(\$63,000)**

Rosa Fuerte

**\$2.0 million**

Vitamin Angels quarter drive

Hundreds of Walgreens employees participated in the American Heart Association annual Heart Walks in Chicago and other cities in September 2019, before the pandemic. WBA Co-Chief Operating Officer Alex Gourlay (pictured, front row, center) chaired the 2019 Metro Chicago Heart Walks, which raised funds for medical research to fight heart disease.



We are determined to protect the planet through programs in our operations and by engaging suppliers on environmental issues. We are committed to:

- Reduce energy consumption and emissions
- Reduce waste, increasing re-use and recycling and collaborating to help create an increasingly circular economy

# Healthy Planet

## SDGs in this section:





# Energy and Emissions

(GRI 103-1, 103-2, 103-3, 302-1, 302-2, 302-4, 305-1, 305-2, 305-3)  
(SASB HC-DR-130a.1)

**We believe a healthy planet is essential for healthy communities and that we must do our part to lessen our impact on the environment. Climate change is affecting human health in numerous ways including heat stress, mosquito-borne illnesses, allergies and asthma triggered by pollution and higher pollen counts, and food insecurity and diarrhea linked to drought impacting water supplies.**

During fiscal 2020, WBA continued to address the urgent threat of climate change, expanding its efforts to reduce our carbon footprint from emissions. Most of our Scope 1 emissions - directly from sources controlled by the company - and Scope 2 emissions - resulting from purchased electricity, heat and steam consumed by the company - are related to energy use for light and heating. We have worked diligently to reduce our energy consumption, especially for electricity and heat.

We report on business travel and downstream transportation and distribution, which are two categories of Scope 3 emissions - indirect emissions that are a consequence of company activities but occur from sources not owned or controlled by the company.

However, our carbon footprint expands beyond these areas and includes other Scope 3 emissions, such as those from employee commuting and the fuel that consumers use to get to our stores. In fiscal 2020, we engaged a third party to estimate our Scope 3 emissions from other categories using fiscal 2019 data. These estimates will help inform discussions going forward. We continue to work toward establishing greenhouse gas emission reduction targets in line with climate science, also known as science-based targets.

**In fiscal 2020  
WBA's total carbon  
footprint was:**



metric tonnes of  
CO<sub>2</sub>e (carbon dioxide  
equivalent), down 7.9  
percent from fiscal 2019,  
mainly due to reduced  
energy use and less  
business travel as a  
result of COVID-19

**Of those  
emissions**



were from energy -  
including 92 percent  
electricity and  
8 percent natural gas  
within energy emissions



were from  
product delivery



from business  
travel



In many of our operations, such as in Boots UK and Alliance Healthcare in the UK, with few exceptions, our power supplies enable zero-emission reporting through certified renewable energy from wind, solar or hydro. While reducing overall consumption remains a focus, it is particularly key for these businesses to look deeper into the value chain to find opportunities to further reduce emissions and the associated climate impact.

WBA received a score of B on its climate change disclosure to CDP for fiscal 2019, consistent with our previous score for fiscal 2018. CDP submissions in the climate category are rated on a scale of A to D- for completeness, assessment of environmental issues and risks and the extent to which a company has implemented actions, policies and strategies to address these.





Alloga UK warehouse South Normanton, UK.





### DISCOVER

The tables and charts in this section show details of our emissions data. Additional details are available in the CSR section of our [website](#).



## Emissions data

(GRI 305-1, 305-2, 305-3)  
(SASB HC-DR-130a.1)

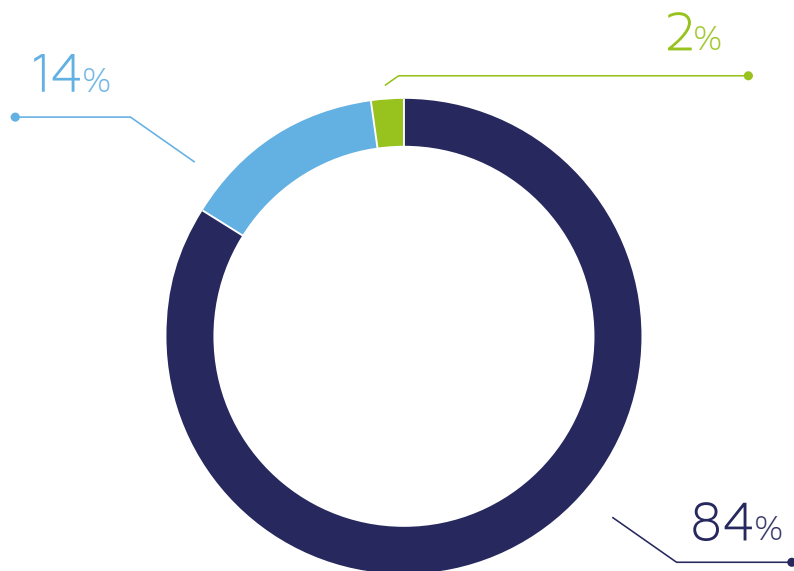
### Total company CO<sub>2</sub>e emissions by source<sup>1</sup>

(000 metric tonnes)

	Fiscal 2020	Fiscal 2019	Year-over-year change (%)
<b>Energy</b>	1,665	1,818	-8.4
<b>Product delivery</b>	270	271	-0.4
<b>Business travel</b>	36	52	-30.8
	<b>1,971</b>	<b>2,141</b>	<b>-7.9</b>

### CO<sub>2</sub>e emissions by source, fiscal 2020<sup>1</sup>

- Energy
- Product delivery
- Business travel



<sup>1</sup>Fiscal 2020 data within Deloitte & Touche LLP's review scope as detailed on pages [180-182](#).

### CO<sub>2</sub>e emissions from energy, by type<sup>1</sup>

(000 metric tonnes)

	Fiscal 2020	Fiscal 2019	Year-over-year change (%)
<b>Electricity</b>	1,526	1,666	-8.4
<b>Gas</b>	128	140	-8.6
<b>Other</b>	11	12	-8.3
	<b>1,665</b>	1,818	-8.4

### CO<sub>2</sub>e emissions by Scope<sup>1,2</sup>

(000 metric tonnes)

	Fiscal 2020	Fiscal 2019	Year-over-year change (%)
<b>Scope 1 emissions</b>	375	389	-3.6
<b>Scope 2 emissions</b>	1,507	1,645	-8.4
<b>Scope 3 emissions</b>	89	107	-16.8
	<b>1,971</b>	2,141	-7.9

### CO<sub>2</sub>e emissions from business travel

per thousand employees, by division and for the company<sup>1</sup>

(metric tonnes)

	Fiscal 2020	Fiscal 2019	Year-over-year change (%)
<b>Retail Pharmacy USA</b>	81	108	-25.0
<b>Retail Pharmacy International</b>	118	196	-39.8
<b>Pharmaceutical Wholesale</b>	326	405	-19.5
<b>WBA</b>	109	153	-28.8

<sup>1</sup> Fiscal 2020 data within Deloitte & Touche LLP's review scope as detailed on pages [180-182](#).

<sup>2</sup> Scope 1 emissions include those resulting from heat and electricity produced by our on-site plant in Beeston, Nottingham, UK, except for the portion sold to third parties or to the grid, which was 33,000 metric tonnes in fiscal 2020 and 32,000 metric tonnes in fiscal 2019. Scope 2 emissions calculated using a market-based method were 1,445,000 metric tonnes in fiscal 2020 and 1,575,000 metric tonnes in fiscal 2019. WBA currently reports on business travel and downstream transportation and distribution Scope 3 emissions.

## Managing energy use

(GRI 103-2, 103-3, 302-4)

**As with many of our initiatives, we recognize that what is good for the planet is also good for business. Energy savings, for example, reduce our emissions output while cutting costs. As energy accounts for most of our emissions, we continue to invest in energy-efficient equipment and systems to reduce our overall carbon footprint. Each business within WBA tracks and monitors its energy use.**

To reduce energy consumption, Walgreens and Boots UK forecast and manage energy use across their real estate and fleets with weekly, monthly and yearly reports. These and other WBA businesses invest in energy-efficient lighting, heating, ventilation and air conditioning (HVAC) units and refrigerators, engage and educate employees around energy consumption, invest in photovoltaic systems, use alternative energy management programs and participate in demand-response curtailment programs during peak periods.

During fiscal 2020, Walgreens began rolling out a robust energy management system (EMS) to monitor optimal performance of devices, building on years of progress installing more energy-efficient indoor and outdoor lighting and HVAC units. In addition, Walgreens continues to implement energy-saving systems for wireless control of lighting. As of Aug. 31, 2020, Walgreens had completed energy-efficient HVAC installations in 34 percent of stores, interior LED lighting in 28 percent of stores and EMS in 14 percent of stores.

With a large retail footprint, we understand our role and responsibility in managing energy use within our communities. During fiscal 2020, we participated in an increased number of demand response programs in the U.S., totaling 113 events across geographies. Walgreens proactively assisted in demand reduction to reduce stress on the grid, preventing potential blackout situations during wildfires in California, and worked with local utilities to get water to communities without power after storms.



## RECOGNITION

Walgreens was recognized as a Goal Achiever for the Better Buildings Challenge, for reaching its energy intensity reduction commitment in fiscal 2020.

## Commitments

(GRI 302-4)

**Fiscal 2020 was the final year of Walgreens commitment, through the U.S. Department of Energy (DOE) Better Buildings Challenge, to reduce energy intensity by 20 percent across 100 million square feet of retail space, compared with fiscal 2011. The business achieved the goal through energy efficiency investments and other programs.**

Supporting the UK's wider net zero transition, in July, Boots UK pledged to collaborate with 19 other UK retailers on a roadmap for the industry to achieve complete net zero emissions by 2040, including net zero Scope 2 emissions by 2030 and Scope 1 by 2035. The 20 retailers who are signatories to the British Retail Consortium's Climate Change Statement committed to driving forward decarbonization in shops, distribution centers and logistics operations; driving down emissions in supply chains; and guiding customers toward dramatically lowering their own carbon footprints.

## Renewable energy

(GRI 302-1)

Business	Renewable energy initiatives
<b>Businesses in Norway and Spain</b>	Certified for purchasing 100% renewable energy for electricity
<b>Businesses in the Republic of Ireland and the UK</b>	With few exceptions the electricity that these businesses purchase directly through the utility grid is certified as renewable
<b>Walgreens</b>	Generated 17,000 MWh of electricity through rooftop solar panels during fiscal 2020 at 240+ U.S. locations
<b>Across WBA</b>	7% of electricity consumed during fiscal 2020 was from renewable sources



## Ultra-low refrigerants progress

(GRI 103-2)

As a member of The Consumer Goods Forum (CGF), WBA continues to work to deliver on its commitment to phase down Global Warming Potential (GWP) gases by using exclusively natural or ultralow refrigerants by 2025. As part of that commitment, we also work to minimize the total equivalent warming impact (TEWI) of new refrigeration systems by using lower GWP

refrigerant gases, improving energy efficiency, optimizing refrigerant charge sizes, minimizing refrigerant leaks and investing in replacement of units that are approaching or beyond useful life.

Boots UK and Walgreens have established TEWI baselines for HVAC and refrigeration units and both achieved a reduction in TEWI in fiscal 2020 compared with fiscal 2019.

## Fleet efficiency and electric vehicle charging points

(GRI 103-2, 103-3, 302-2, 302-4, 305-3)

**WBA fiscal 2020 emissions from product delivery decreased by 0.4 percent compared with fiscal 2019, and business travel emissions decreased 30.8 percent in the same period, primarily due to the impact of COVID-19 on our business operations and travel.**

To improve fleet efficiency, in fiscal 2020 Boots UK completed the integration of its delivery systems into Alliance Healthcare logistics operations. Integrating the supply chain allowed the businesses to identify synergies and consolidate deliveries, further reducing environmental impact – resulting in a decline of 38 metric tonnes in CO<sub>2</sub>e emissions. Boots UK revisited its route planning, spurred by a reduction in deliveries due to COVID-19, with a goal to permanently reduce daily stops from 800 stores to 250 stores – resulting in a decline of 600 metric tonnes in CO<sub>2</sub>e emissions.

Also during fiscal 2020, Boots and Alliance Healthcare trialed HGV (heavy goods vehicle) alternative fuels, including liquefied natural gas and hybrid fuels, in partnership with Volvo and Iveco. The businesses also integrated tracking software, termed telematics, in vehicles across van and HGV fleets to monitor driver style for fuel efficiency and cost savings.

The Walgreens truck fleet has participated since 2005 in the U.S. Environmental Protection Agency's SmartWay Program, which helps

measure fuel efficiency in the fleet and understand the supply chain's total impact on the environment. The Walgreens fleet improved fuel efficiency by 0.6 percent CO<sub>2</sub> grams per mile in calendar 2019 compared with calendar 2018. However, total mileage increased 3.9 percent largely due to expanded operations following the acquisition of Rite Aid stores and distribution centers. In fiscal 2020, Walgreens assessed its backhaul operations with the goal to reduce empty miles and also introduced FlowBelow wheel covers with greater aerodynamics, which are anticipated to result in a 1 percent to 2 percent improvement in overall fuel efficiency.

Across the company, our businesses are continuing to integrate electric vehicles into operations, with four vans in the UK, 16 in France and 13 in the Netherlands.

In fiscal 2020, Walgreens increased the number of store charging stations for customers to 450 stations. Both Boots and Walgreens headquarters have a number of charging stations for employees.





# Waste and Plastics

(GRI 103-1, 103-2, 103-3, 306-2)

**Waste management is an important issue for WBA and our stakeholders, who expect that we do what is reasonably within our control to avoid waste associated with our operations and to minimize any adverse impacts of waste through responsible management and increasing circular economies. WBA continues to make our business more sustainable by rethinking designs, reducing consumption, recycling, composting, re-using materials and global measurement of our waste generation and disposal.**

This section of our report covers waste management and reduction efforts, zero waste to landfill programs in certain areas of operation and efforts to reduce the negative impact of plastic waste in our retail stores and distribution operations. Our work on plastic packaging in our owned brands is covered in the Packaging, Labeling and Transparency section of this report, under Sustainable Marketplace.

Waste is a local issue and as such, it is managed differently across geographies to enhance positive impacts. In the UK, the government-backed waste hierarchy provides a framework that promotes waste avoidance, recycling and recovery methods over disposal in landfill. Boots UK also engages environmental management systems and standards to drive a culture of zero waste by effectively managing all unique types of waste. In the U.S., the Environmental Protection Agency (EPA) Non-Hazardous Materials and Waste Management Hierarchy is used to ensure proper approaches are taken to different kinds of waste. Across the world, WBA's businesses engage



with various vendor partners to help ensure best practices are used when disposing of waste.

Collaboration with and feedback from industry groups is key to resolving waste issues, especially due to continued uncertainties in the global recycling market. Through coalitions such as the Retail Industry Leaders Association (RILA) in the U.S., Walgreens is leading efforts to increase recycling and re-use in the retail industry. Walgreens is a member of the RILA Sustainability and Zero Waste Committees that promote collaboration on key issues such as energy use, greenhouse gas emissions reduction, waste generation reduction and the circular economy.

Another example of our collaboration on waste reduction efforts is WBA's continued sponsorship of the U.S. Chamber of Commerce Foundation's Beyond 34: Recycling and Recovery for A New Economy, which aims to improve low U.S. municipal recycling rates. In fiscal 2020, a second campaign was rolled out in Cincinnati, Ohio, while the Orlando, Florida campaign continued. In Cincinnati, Beyond 34 assembled a diverse cross-regional local champion network, inclusive of key local corporate, municipal, NGO and local chamber stakeholders. Through research and stakeholder engagement, potential key impact areas were identified and working groups formed to spearhead action in fiscal 2021 and beyond.

Walgreens also supported the creation of a digital Beyond 34 with best practices and research available to members.



## DISCOVER

Additional waste data is available in the CSR section of our [website](#).



## Waste data

(GRI 306-2)

**Across all of its businesses, WBA generated 622,000 metric tonnes of waste in fiscal 2020, a decrease of 10.4 percent from the previous year, primarily due to waste reduction initiatives for Walgreens locations and COVID-19 impacts.**

### Waste by method of disposal<sup>1</sup>

(000 metric tonnes)

	Fiscal 2020	Fiscal 2019	Year-over-year change (%)
<b>Landfill</b>	263	309	-14.9
<b>Incinerated<sup>2</sup></b>	1	1	0
<b>Recycled<sup>3</sup></b>	358	384	-6.8
	<b>622</b>	694	-10.4

<sup>1</sup>Fiscal 2020 data within Deloitte & Touche LLP's review scope as detailed on pages [180-182](#).

<sup>2</sup> Without heat recovery.

<sup>3</sup> Includes materials recovered via incineration with heat recovery.

Of the waste generated in fiscal 2020, approximately 58 percent was recycled, up 3 percentage points from fiscal 2019. The fiscal 2020 recycling rates at our divisions were as follows: Retail Pharmacy International 76 percent, Pharmaceutical Wholesale 75 percent and Retail Pharmacy USA 55 percent.

During fiscal 2020, less than 1 percent of the total waste generated by WBA was considered hazardous, and of that, 41 percent was recycled, 34 percent was incinerated and 25 percent went to appropriate landfills in accordance with federal, state and local regulations.





## Zero waste to landfill

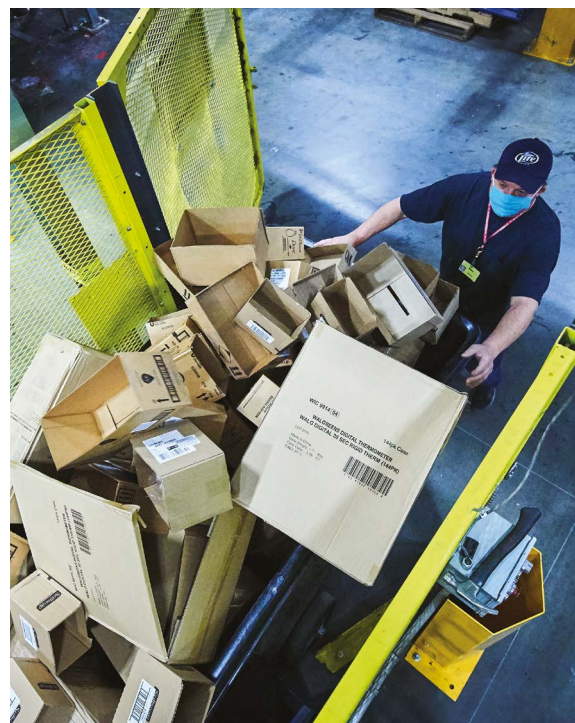
(GRI 103-2, 306-2)

**In the fourth year of the zero waste to landfill program at Walgreens distribution centers, 93 percent of waste from 18 facilities in the U.S. and Puerto Rico was diverted from landfill.**

Also in fiscal 2020, the Walgreens distribution center in Orlando, Florida diverted more than 114,000 pounds of material from landfill. This was possible through a partnership with NuCycle Energy that enabled the business to find alternative uses for mixed plastics and paper that are generally rejected by recyclers.

For a second year in a row, less than 1 percent of Boots UK waste went to landfill, with a further reduction in fiscal 2020, to 0.73 percent. The reduction in the amount of operational waste is limited in scope to Boots UK owned operations and does not include some third-party owned office locations.

Boots UK partnered with DHL EnviroSolutions in 2019 to conduct audits, hold existing suppliers accountable, provide input on potential suppliers and share insights about the recycling industry. DHL EnviroSolutions identifies opportunities to improve waste processes for a variety of different types of waste and recycling including, but not limited to, plastic films and pallets.





## Reducing waste

(GRI 103-2, 306-2)

**Walgreens and Boots UK worked to reduce waste in various ways during fiscal 2020. Boots UK signed up for the Food Waste Reduction Roadmap and Step Up to the Plate pledge in fiscal 2019. Led by WRAP, the collective, ambitious target is to reduce food waste by 50 percent by 2030, in line with SDG target 12.3.**

In fiscal 2020, Boots UK employees were introduced to the Boots Environmental Experts (BEE) online training, designed to engage colleagues and further Boots UK environmental targets. More than 14,000 Boots UK employees completed training in fiscal 2020, and broader engagement is anticipated in fiscal 2021.

In November 2019, Walgreens distribution centers joined the U.S. Environmental Protection Agency (EPA) WasteWise program. WasteWise is the first U.S. voluntary solid waste reduction program, designed to encourage organizations to reduce municipal solid waste through waste prevention, recycling, and buying or manufacturing recycled products. As a WasteWise member, Walgreens is required to establish three new waste prevention activities, expand or improve its current recycling efforts, and purchase or manufacture additional products with recycled content.

In fiscal 2020, Walgreens diverted more than 2 million pounds (more than 907,000 kilograms) of products from landfills across the U.S. by donating unsold or discontinued products like

food, toiletries and household items to a variety of nonprofit organizations.

Walgreens eliminated 595,000 pounds of waste in fiscal 2020 through its reusable end-stand structure initiative – the second year of the program. Through this initiative, standardized recyclable structures to display products at stores are replaced yearly instead of monthly. This further resulted in reduced production cost, labor, emissions from delivery and cost.

The Red Nose Day campaign was virtual in 2020 due to COVID-19, but Walgreens continued collecting and recycling red noses in calendar 2019 to assure the fundraising campaign did not generate unnecessary waste. In partnership with NuCycle Energy and Green Tree Plastics, Walgreens diverted more than 229 tons (208 metric tonnes) of red nose material and packaging from landfill. The business collected 28,500 red noses at recycling stations at stores, which helped create 19 Buddy Benches that will be donated to select schools across the country.



## Collaboration on plastics

(GRI 103-1, 103-2, 103-3, 306-2)

**The issue of plastic waste is a growing societal concern and at WBA we are doing our part to address the negative impact of plastic. The WBA Global Plastics Task Force oversees our approach across businesses - developing holistic policies and implementing operational changes.**

Our two largest businesses, Walgreens and Boots UK also have individual plastic task forces that manage our approach, including use in products and packaging. Each task force is comprised of local experts, with oversight from the executive level. More information on our progress on plastics in the packaging of our owned brands is located in the Packaging, Labeling and Transparency section of this report.

No company can tackle the plastics issue on its own so WBA collaborates with a number of organizations seeking industry-wide solutions. On packaging issues, we work with groups including the Consumer Goods Forum and the Sustainable Packaging Coalition.

Most recently, Walgreens joined the groundbreaking Consortium to Reinvent the Retail Bag, a collaboration with other major retailers and nonprofit organizations to identify, test and implement viable design solutions and models that more sustainably serve the purpose of the current retail bag. Collectively, consortium partners committed more than \$15 million to launch the Beyond the Bag Initiative in July 2020.

More than 100 billion single-use plastic bags are used every year in the U.S. Harnessing design, innovation and the power of collaboration to reimagine the retail bag, the consortium is exploring reusable systems, altogether bag-less solutions and innovative materials for a less wasteful future.

## Walgreens and Loop

(GRI 103-2, 306-2)

Walgreens was a founding retail partner of the Loop state-of-the-art circular reuse system. The Loop system was designed to convene brands and retailers and shift from a disposal to durable supply chain where manufacturers own their packaging in the long term. Walgreens participated in a pilot in fiscal 2019 and 2020, and continues to evaluate opportunities with Loop and is optimistic about future collaborations.

## Reducing plastic waste in other businesses

(GRI 103-2, 306-2)

Programs designed to reduce plastic waste across our global businesses were continued and launched in fiscal 2020. In June, Alliance Healthcare UK rolled out new reusable tote bins replacing plastic bags and began using cardboard packaging for health and beauty products. Alliance Healthcare UK aims to continue to decrease its reliance on plastic bags and packaging, with a goal of removing more than 2 million units of single-use plastic bags and cardboard boxes from its operations.

Farmacias Benavides in Mexico introduced reusable cloth bags available for purchase in an effort to eliminate conventional plastic bag use in pharmacies.

In late 2019, Alliance Healthcare Norway and Boots Norway made the Norwegian plastic pledge, Plastløftet, joining 47 other leading Norwegian businesses. Both businesses are making an effort to reduce their use of plastics and increase use of recycled materials. Alliance Healthcare Norway also completed its first reporting for the pledge and will publish an updated report annually.

## Boots UK progress Snapshot:



national pharmacy,  
health and beauty  
retailer in the  
UK to replace its  
plastic bags with  
unbleached, brown  
paper bags



reduction in the  
amount of plastic  
packaging used  
on boots.com  
deliveries



Boots aims to  
be 100 percent  
plastic-free in its  
online deliveries by  
the end of 2021



## Boots UK progress on plastics

(GRI 103-2, 306-2)

Boots was the first national pharmacy, health and beauty retailer in the UK to replace its plastic bags with unbleached, brown paper bags. Now when customers visit the checkout, they have the option to purchase a bag made from Forest Stewardship Council (FSC) certified 100 percent recycled brown paper printed with water-based ink. Since completing the roll out in March 2020, the switch to paper is expected to remove more than 900 metric tonnes of plastic from Boots store operations each year. Boots donated profit from the sale of bags, a total of close to £130,000 (\$165,000), to long-time charity partner BBC Children in Need.

Boots UK's local pharmacies are also prescribing a more sustainable future. Patients can now receive their medicines in 100 percent recycled brown paper bags when they collect their prescriptions in store. Also, as of March 2020, more than 10 million Boots prescription bags sent from its dispensing support pharmacy in Preston, England each year, are made using 100 percent compostable material.

Boots.com is a fast-expanding part of the business. Preparing online orders for home delivery or in-store collection demands highly efficient order picking and packing processes. In fiscal 2020, Boots UK enhanced e-commerce packing performance, partly by deploying two Quadiant fit-to-size automated packing machines. These devices, among other initiatives, supported a 76 percent reduction in the amount of plastic packaging used on boots.com deliveries, equivalent to removing some 136 metric tonnes of plastic every year.

The Boots UK marketing team works with POPAI, an industry body that supports manufacturers of point of sale and marketing materials. POPAI engages Sustain, a web-based sustainability tool that measures the environmental impact of in-store display units produced for Boots UK stores. Boots UK is the first UK retailer to ask all suppliers of these units to submit a Sustain rating prior to production. A Boots UK team reviews Sustain ratings and works with manufacturers to reduce each unit's environmental impact.



## CASE STUDY

## Honeybees on Campus



**More than 39,000 honeybees are hard at work on the Walgreens and WBA corporate campus in Deerfield, Illinois. The beehive is part of our ongoing efforts - along with expanded recycling initiatives, energy efficiency and a rooftop garden - to make our global headquarters more sustainable.**



The honeybees pollinate flowering plants within an approximate radius of 3 miles from the corporate office. Healthy pollinator populations are important for ecosystems and plant stability. Bees and other pollinators are also key to global food supplies, since most crops are pollinated. The decline of pollinators, due to the destruction of habitat and other factors, can make plants more vulnerable to extinction.

The beehive was installed in 2019 on a rooftop and then moved to a ground level location to foster employee engagement on sustainability issues. Unsurprisingly, the bees generated quite a buzz on campus.

Thousands of employees have viewed the hive informally as they walk past its location behind a glass walkway, and dozens of employees have attended learning sessions to observe the queen honeybee, taste honey and learn about the importance of pollinators.

Urban beekeeping company Alvéole installed the hive, services it every three weeks and hosts periodic observation tours of the hive and honey harvests with employees, who get to take home jars of honey.

Other companies in Chicago's north suburbs have contacted us to find out more about pollinator projects, and have been inspired to install their own beehives.





Boots UK participates in the Cycle to Work program, which encourages employees to cycle to work as an environmentally friendly means of travel, through the opportunity to purchase a new bicycle. Under the benefit, employees can select a bike and equipment and spread the cost over a 12-month period.

In this section we report on our progress on the following commitments:

- To continue to improve traceability of ingredients and materials of our owned brand products to reduce their environmental impact and protect healthy ecosystems and reduce climate change impact;
- To continue to drive responsible sourcing practices throughout our supply chain, protecting human rights and engaging with suppliers around ethical and environmental issues;
- To provide a platform of transparency into our owned brand products, including ingredient and material level information, and ensuring product safety; and
- To reduce the negative impacts of plastics in our owned brand products.

# Sustainable Marketplace

## SDGs in this section:





# Sustainability Progress in our Owned Brands

(GRI 102-9, 103-1, 103-2, 103-3, 301-2, 306-2, 308-1, 413-1, 414-2, 416-1, 417-1)

## Our approach

**Our customers' expectations for sustainable, safe and ethically sourced products guide our approach to developing, sourcing and marketing our owned brand products. We are constantly updating our product lines and categories to adjust ingredients and packaging to meet these evolving demands. We also recognize that sustainability is increasingly important to potential new hires and to our employees, who are responsible for driving a purposeful approach in stores and across our owned brands.**

WBA and its businesses have many product brand portfolios, covering a diverse range of categories. Some of these products are sold only through our own stores and e-commerce sites. Others, such as our Global Brands beauty and skincare lines, are available at numerous retailers. We are focused on sourcing and packaging these consumer goods safely, responsibly, ethically and sustainably.



## Our owned brands at a glance

Global Brands	Global Brands is a group of highly respected skincare and beauty brands, some of which have been beloved products since the 1930s. Our vision is to deliver sustainable, profitable growth for business and brands and create a positive impact on the planet and communities through all that we do.
Walgreens owned brands	Walgreens owned brands are synonymous with quality and strive to live up to our century-old code: honest goods sold to honest people by honest methods. These brands and products include a wide variety of goods in numerous categories.
Boots owned brands	From healthcare and beauty essentials to quality sunscreen, Boots owned brands enable people to live healthier and happier lives.
Almus	Almus, launched in 2003, is a growing and innovative range of generic medicines sold in France, Italy, Mexico, Portugal, Spain, the UK and the U.S.
Alvita	Alliance Healthcare's range of patient care and personal care products. Launched in 2006, Alvita is sold in six European countries and Turkey.





# Sourcing

(GRI 103-2, 308-1)

**WBA is committed to ethical and responsible sourcing and promotes these practices through our rigorous supplier assessments program, supplier diversity program and new supplier sustainability program.**

## Ethical sourcing

(GRI 103-1, 103-2, 103-3, 308-1, 413-1 414-2)

WBA is committed to working with vendors who share common principles of fair and honest trading, demonstrate a commitment to maintaining satisfactory working conditions, and comply fully with all legal requirements and with the labor, health and safety standards of those countries in which processes take place.



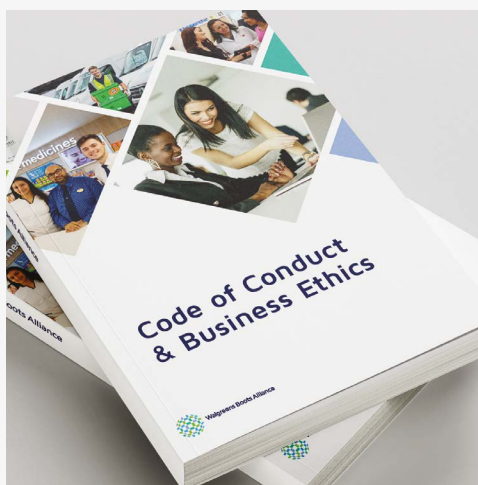
The following documents on our corporate website detail our commitments and our progress in these areas.

Our [Supplier Code of Conduct](#) outlines our core principles for supplier conduct, including compliance with laws and regulations, terms and conditions of employment, discrimination, harassment and retaliation, wages and benefits, child labor, health and safety, sustainable development and environmental protection, data privacy and anti-corruption and bribery.

Our 2020 [Modern Slavery and Human Trafficking Statement](#) sets out our commitment to eradicating these abhorrent practices, our policies and governance regarding these issues, and our actions taken during fiscal 2020.

Our [Human Rights Policy Statement](#) contains our explicit commitment to respect human rights under international standards and to protect labor and workplace rights.

Our [Code of Conduct and Business Ethics](#) provides foundational standards for all business aspects at WBA, including supply chain management.



WBA uses a risk-based approach to achieve compliance with our ethical trading standards; therefore, the means by which we achieve and enforce compliance may vary depending on the scope and nature of our relationship with the supplier. Under the minimum requirements of our ethical trading standards basic risk-based program - which were updated in 2020 and are scheduled to be fully implemented by Sept. 1, 2021 - we expect suppliers to operate in accordance with the core principles outlined in our Supplier Code of Conduct and to be open and transparent to our assessment of their compliance with the code.

We screen owned-brand suppliers against social and environmental criteria and assess them using a detailed, matrix-based grading based on internationally recognized standards - the Ethical Trading Initiative Base Code and International Labor Organization Conventions and Recommendations.

At WBA, we focus intensely on our owned brands supply chain because it's where we believe we can have the greatest impact on eliminating modern slavery. Our teams of ethical trading experts and auditors, plus a small number of pre-approved third-parties, use our assessment program to ensure owned brand suppliers are fully aware of and compliant with WBA standards and expectations.

In fiscal 2020, our modern slavery training was expanded globally to include employees and leaders across all WBA divisions.

Due to the high risk of forced or child labor in the extraction of minerals such as mica and talc - which are used in a number of our owned brand products - we have an ongoing requirement that suppliers of these materials for our UK-based owned brands products complete a survey and declaration that human rights are respected and labor conditions are satisfied across the supply chain. For fiscal 2021, Walgreens is developing due diligence to hold its owned brand supplier bases to a similar survey and declaration.



Our 2020 Modern Slavery Statement details our approach to suppliers where we identified critical noncompliance issues and zero-tolerance violations such as child labor, forced labor, human trafficking and others. WBA's policy on zero-tolerance violations is to terminate the business relationship with the site where the violation occurred and to suspend the supplier and its other sites pending a full investigation of the supplier and its supply chain. If the supplier is directly implicated in the zero-tolerance violation, or if further violations are found, the business relationship with the supplier will be terminated. In fiscal 2020, we terminated business with one site and declined to begin business with another site, in both cases due to attempted bribery, a zero-tolerance issue.

**The table below provides a breakdown of our fiscal 2020 ethical compliance assessments on new and existing suppliers for Boots UK, Walgreens and Global Brands owned brands.**

	Fiscal 2020	% of total
<b>Satisfactory</b>	391	40.0%
<b>Needs improvement</b>	394	40.3%
<b>Critical</b>	190	19.5%
<b>Zero-tolerance</b>	2	0.2%
	<b>977</b>	100%

**Satisfactory & Needs Improvement:** Meets our ethical trading standards expectations but could require differing levels of remedial corrective actions.

**Critical:** Falls below the expectations of our ethical trading standards and requires immediate remedial action to address the critical noncompliances to enable new or ongoing business relationships.

**Zero-Tolerance:** Issues identified that are not accepted or tolerated by our business and are related to incidents of the following but not limited to: child labor, convict/indentured/forced labor, corporal punishment, slavery and human trafficking, acts of bribery. In all cases, we view these issues as zero-tolerance.

## Engaging suppliers on environmental and social issues

(GRI 103-2, 103-3, 308-1, 413-1, 414-2)

Global Brands is partnering with The Sustainability Consortium in developing a Global Supplier Sustainability Program that aims to provide greater transparency around the social and environmental performance in our owned brand supply chain. Our aim is to enhance our sustainability agenda and drive improvements across the entire supply chain by partnering with a vendor that is well-recognized within the industry and used by other brands to engage their suppliers.

We evaluated data collection platforms and developed a program and solution that is globally scalable, with an online platform for data collection, analysis, reporting and scoring.

We look forward to reporting on the outcomes of this program and the resulting site assessments as we begin implementation with our largest Tier 1 suppliers in three geographies. In due course, the program will be deployed further into our supply chain with a focus on areas of potential risk or opportunity.

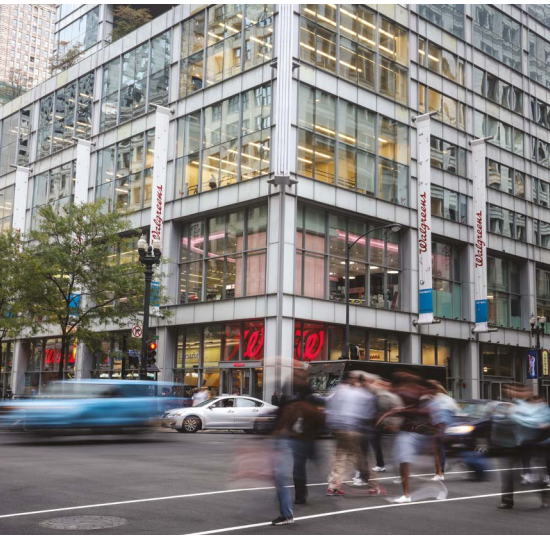
## Supplier diversity

(GRI 103-1, 103-2, 413-1)

WBA's commitment to diversity, equity and inclusion extends into our supply chain. We are proud to source from a wide range of diverse suppliers through our supplier diversity program. Working with Walgreens business leaders, the program aims to ensure that we source goods and services from enterprises owned by women, people of color, veterans and service-disabled veterans, people with disabilities and LGBTQ+ people, as well as businesses owned by people who are socially or economically disadvantaged.

We developed new processes in fiscal 2020 to further track and ensure increased diversity in sourcing. For example, across Walgreens, we activated 32 supplier diversity ambassadors who support and implement the supplier diversity strategy within their respective functions. We also continued to offer a capacity building program for suppliers in partnership with the Chicago-based Women's Business Development Center, which supports women and diverse business owners in the Midwest. In fiscal 2020, 24 participants graduated from our co-created 8-week program "How to do business in the retail space."

In fiscal 2020, Walgreens supported more than 2,000 diverse suppliers.





# Ingredients, Materials and Traceability

## Product safety

(GRI 103-1, 103-2, 416-1, 417-1)

At WBA, we understand that our customers want to feel confident in the safety and transparency of the products they purchase for use. The products we sell are rigorously analyzed for compliance with all applicable laws and regulations and our own high standards.

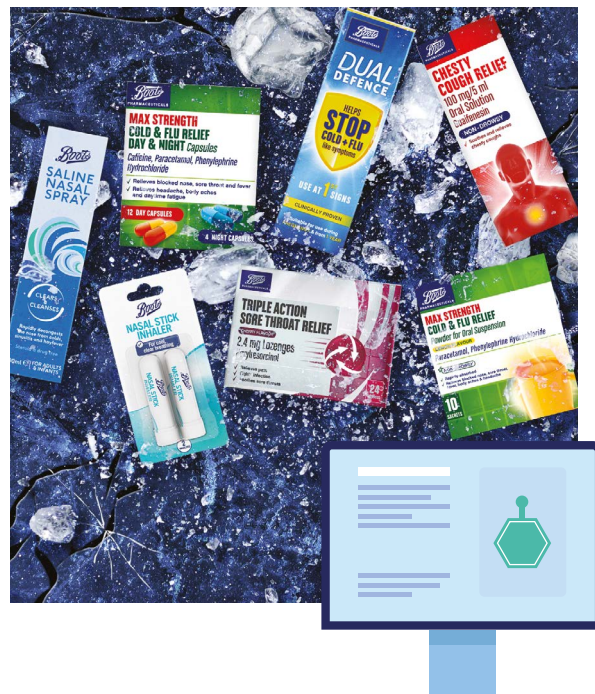
We require vendors for our owned brand products - which include health, beauty, home and cleaning products, food, paper goods and other categories - to use a third-party product testing lab that we select. These vendors agree to and are responsible for rigorous product testing on a regular cadence to help ensure they meet regulatory requirements and our own high standards related to safety. We have agreements with our vendors requiring that appropriate safety labeling is included on products to help ensure proper use and responsible disposal.

## Chemical use and management

(GRI 103-1, 103-2, 416-1)

Our [Chemical Policy Statement](#), which can be found on our website, details how we assess and restrict the use of certain chemicals or ingredients in products sold in our stores and online through our chemicals management program.

As a consumer-facing company, we are aware that there is customer concern about the safety of certain chemicals that are not restricted by law. Additionally, our own product safety analysts may come to a different, stricter conclusion than some regulatory bodies. To address these concerns,



we publish on our website our [Restricted Substances List \(RSL\)](#) for chemicals or ingredients in baby, personal care, beauty and household cleaning products within Walgreens and Boots UK owned brands and exclusive consumer retail lines.

Since launching the RSL in calendar 2018, we are well on track to eliminate the listed substances from in-scope products by the end of 2021. In fiscal 2020, close to 100 percent of Boots UK and Global Brands owned brand products in the categories covered by the RSL and close to 99 percent of Walgreens owned brand products in these categories were in compliance with the RSL.

We continue to examine additional ingredients within our beauty and personal care products to determine if we may prohibit or restrict them in the future. These ingredients are identified on an internal Chemicals Stewardship List, which is refined and reviewed on an ongoing basis.

In addition, we encourage all suppliers of formulated products to endeavor to publicly disclose all intentionally added ingredients. Beyond removing certain chemicals, we believe in providing consumers with transparency on ingredients in the products they use.



## Palm oil

(GRI 103-2, 103-3)

Many of our owned brand products contain palm oil and derivatives. We are committed to help incentivize a sustainable palm oil industry in order to combat deforestation and preserve habitat for wildlife as well as to protect the rights of workers. The information below shows our progress and initiatives during fiscal 2020.

### Global Brands and Boots UK owned brands

- Boots UK is a member of the Roundtable on Sustainable Palm Oil (RSPO) and files an annual communication on progress - see pie chart below
- 11.5/22 score on the January 2020 WWF Palm Oil Buyers Scorecard
- All ingredients assessed to confirm palm oil content and certification status. Engaging with identified suppliers who are major users of uncertified palm oil, to develop action plans to move to physically certified palm oil
- Goal to increase the proportion of palm oil and derivatives that are physically certified to 75% across these product lines by fiscal 2021, from 40%

### Walgreens owned brands

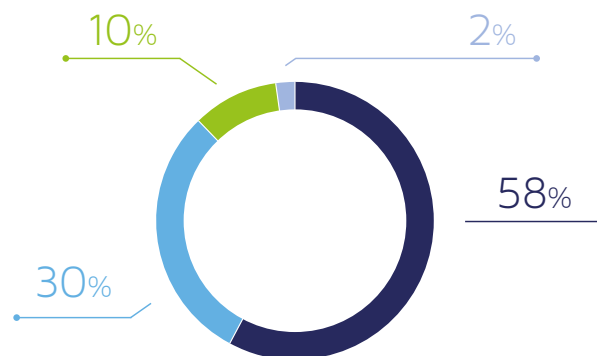
- Walgreens completed a survey of palm oil in its owned brands, which will be used to inform our drive to increase the use of sustainable palm oil in our products

### WBA

- Member of the Palm Oil Transparency Coalition (POTC), a group of leading companies advised by technical groups and nonprofits, which works to remove deforestation and exploitation from palm oil production
- Engagement on palm oil issues through our membership in the Consumer Goods Forum
- WBA intends to join the RSPO at the corporate level

### 100% of Palm Oil in Boots UK Owned Brands and in Global Brands is Certified

- Palm oil derivatives certified using credits
- Palm oil derivatives physically certified
- Palm oil used as an ingredient physically certified
- Palm oil used as an ingredient certified using credits





### RANKING

Boots UK received the highest rank - 3 Trees - from WWF-UK's 2019 Timber Scorecard, the latest published ranking.

## Wood, pulp and paper

(GRI 103-3)

In calendar year 2019 Boots UK owned brands and Global Brands achieved 98 percent use of credibly certified wood pulp and paper in owned brand products and in goods not for resale, such as receipt paper and catalogs. Certified wood pulp and paper come from responsibly managed forests using FSC or PEFC certification. The certification level in owned brands products was 94 percent, and in goods not for resale it was 99 percent.

In future reporting, packaging will be included in this metric based on baseline data that has been collected and is being analyzed.

The evaluation assesses business sourcing and performance during the procurement of timber products and the public commitments and transparency of the business.

During fiscal 2021, Walgreens intends to conduct a wood, paper and pulp usage supplier survey for its owned brands products and packaging. This information will be used to guide Walgreens in determining sustainable sourcing targets.



## Our work with the Global Shea Alliance

(GRI 413-1)

Since joining the Global Shea Alliance (GSA) in 2019, WBA has supported the formation of a cooperative of women shea harvesters in Ghana, including legal registration of the cooperative, election of leaders, creation of sub-committees and training more than 700 women in cooperative development and business development.

The GSA is a nonprofit association that promotes industry sustainability, quality practices and standards around shea butter, which is used as a moisturizer in beauty products. Some of our Global Brands, such as Liz Earle, use shea butter widely in their products. Working with the GSA allows us to help to support women who harvest shea in Ghana and to give back to communities that work in the shea industry.

# Packaging, Labeling and Transparency

## Plastic packaging in our owned brands

(GRI 103-2, 301-2, 306-2, 417-1)

As described in the plastics section of this report, the WBA Global Plastics Task Force oversees our approach to the issue of plastics across businesses - developing holistic policies and implementing operational changes.

Our two largest businesses, Walgreens and Boots UK also have individual plastic task forces that manage our approach, including use in products and packaging. Each task force is comprised of local experts, with oversight from the executive level.



## Boots UK owned brands and Global Brands

Boots UK's commitment to the UK Plastics Pact covers Boots owned brands and Global Brands products. Boots UK has implemented a process for measuring and reporting plastic content in packaging for these products. For calendar years 2018 and 2019, Boots has reported its progress against the Plastics Pact's 2025 goals for plastic packaging, which include increasing recycled content and recyclability and eliminating problematic and unnecessary single-use packaging.

Our UK-based owned brands also recently introduced packaging design guidelines for new and relaunched products, which will help us achieve UK Plastics Pact targets. UK-based owned brands are also phasing in Post Consumer Recyclate (PCR) guidelines including a requirement that PCR be included in all packaging, at a minimum of 30 percent, where technically and commercially feasible.

## Walgreens owned brands

Walgreens owned brands continues to build its approach on reduction of plastic waste and an increase in recyclability, through a packaging supplier survey, scheduled for fiscal 2021. The survey data will be used to form a baseline on plastics impact that will allow us to build an approach to eliminate unnecessary and problematic plastic from our owned brand products.

## WBA Collaboration

WBA collaborates with a number of organizations seeking industry-wide solutions including the following:

- **Consumer Goods Forum**

WBA continues to support a number of plastic waste initiatives through the CGF, including involvement in the Plastic Waste Coalition of Action (PWCoA). As part of our commitment to building a circular economy WBA, along with more than 20 other leading consumer goods manufacturers and retailers in the PWCoA, has endorsed a set of guidelines to create programs that reduce packaging waste and increase recycling rates. These are set out in a joint paper regarding the development and implementation of Extended Producer Responsibility (EPR) programs for packaging. [Details are available on the CGF website.](#)

- **Sustainable Packaging Coalition**

WBA is a member of this independent, nonprofit-led organization. We participate in learning events with the coalition, and are implementing its How2Recycle label on an increasing number of our products.





**Look for  
the label.  
#How2Recycle**



## Labeling

(GRI 103-1, 103-2, 103-3, 306-2, 417-1)

WBA is committed to increasing product transparency for consumers and continues to evaluate methods for standardized, consumer-friendly, enhanced labeling information. Our goal is to provide a methodology of public-facing transparency that allows consumers to have more access to ingredient and material level information as well as education and information on the disposal of packaging.

WBA vendor agreements stipulate that vendors must meet regulatory requirements for labeling of ingredients on our owned brand products. In addition, to meet customer expectations, we have enhanced clarity of information on the labels on our owned brand products, such as including a health corner label on many Nice! products, listing ingredients of household cleaners on their respective labels and including recycling information on many owned brand food products and consumables.

Walgreens is committed to processing all new owned brand items and items being rebranded through the How2Recycle program. Where there is space on packaging, the How2Recycle label is added in order to provide our customers with recycling directions for our owned brand product packaging. During fiscal 2020, How2Recycle labeling was introduced on more than 500

new basic owned brand items and more than 300 new seasonal items, in addition to hundreds of products that already carried the label.

Similarly, most Boots UK owned brand food packaging includes labels such as the On-Pack Recycling Label (OPRL), designed to provide clear advice to consumers on how to recycle in their local area.

Global Brands conducted research with WRAP (the Waste and Resources Action Programme), a UK charity dedicated to accelerating the move to a sustainable, resource-efficient economy, to investigate whether enhanced labeling on personal care products used in the bathroom would help to improve UK consumer recycling rates. This included a sticker on plastic containers stating: “most people recycle me.” Results indicated that exposure to messaging about recycling had a significant effect on behavior – 77 percent of trial participants who responded to the questionnaire said that the sticker made it clear that the container could be recycled, while 55 percent said the sticker was a timely reminder.



## CASE STUDY

# Removing Plastic from Boots UK Gift Product Lines

(GRI 103-2, 306-2, 417-1)

**270**  
metric tonnes

We removed 270 metric tonnes of plastic packaging from our UK-sourced 2019 holiday gift ranges, more than half of the plastic packaging that was used in the same product lines a year earlier.

We worked closely with suppliers to implement changes, including:

- Removing molded plastic forms and acetate windows from large-volume gifts;
- Making all remaining molded plastic forms 100 percent recyclable; and
- Increasing the use of recycled material in gift packaging (to 40 percent in 2019 from 26 percent a year earlier).

**The holiday season is a time of cheer, but also often of waste. When Boots UK customers told us they were concerned about wasteful secondary packaging in many pre-packaged holiday gifts and gift sets, we responded with a series of measures.**

Through our use of new materials and fresh packaging formats, we enable customers to feel like more responsible consumers.

We removed plastic lamination and glitter from our disposable packaging, replaced tissue paper in gift boxes with paper bags, used ribbons made from PCR or cotton to allow reuse, and included clear On-Pack Recycling Labels to ensure consumers know how to recycle their gifts. We also call out on our packaging where these items can have additional uses around the home. For example, a Liz Earle wash bag that can be used as a planter. In addition, all of our paper is ethically sourced and where we are able to, we use FSC certified pulp.

We set ambitious goals for the 2020 holiday season as well: to be the first mass global gift retailer to eliminate throwaway plastic from secondary gift packaging. We look forward to reporting on our progress in our 2021 CSR Report.

## Brands with Purpose: Developing Sustainable Product Lines

(GRI 103-1, 417-1)

A central part of our sustainability approach within our owned brands is to develop and market exciting new product lines and to deepen the sustainability credentials of our existing product lines and brands.

These products are especially sought after by consumers who are focused on brands that meet high sustainability standards or certifications.





## BBC Earth sustainable gift line

(GRI 103-2, 306-2, 417-1)

Boots UK launched a range of more sustainable gift sets for the holiday season, becoming the first major UK retailer to offer a gift range of certified CarbonNeutral products. Boots and the BBC partnered to create the BBC Earth line: bathroom products designed to reduce impact on the planet, featuring reusable items and recycled content. The products - sold in the UK and Ireland - tap into BBC Earth's inspiring messages about the wonders of our amazing planet.

Each product - such as a soap bar and dish and a bathroom mat made of recycled materials - was mindfully created for consumers looking to reduce bathroom product waste. BBC Earth line packaging and products are free of single-use plastic and the packaging is responsibly designed without unnecessary materials, printed with vegetable inks on sustainably sourced cardboard and 100 percent recyclable. The shampoo and soap bars are formulated to vegan and clean beauty principles as well as being Cruelty Free International Leaping Bunny approved.

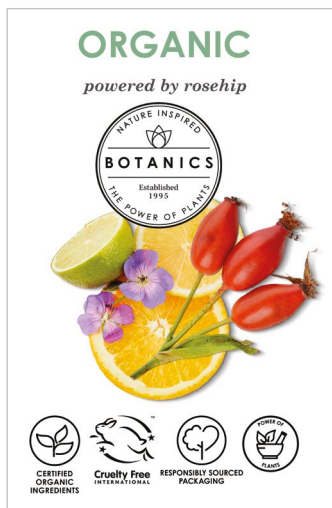
Certified CarbonNeutral means that the emissions from each product's lifecycle - including raw materials, packaging, transportation, retail, use and final disposal - have been calculated and offset.





## DISCOVER

Our longstanding Product Testing Policy Statement is available [here](#).



## Cruelty Free International Leaping Bunny certification

(GRI 103-1, 103-2, 103-3, 417-1)

Botanics, our nature-inspired, plant-based skincare brand, is our latest brand to achieve Cruelty Free International Leaping Bunny certification, following Liz Earle. The entire range of Botanics creams, cleansers, wipes and other products are Leaping Bunny approved, which signals to ethically and environmentally minded consumers that they are purchasing products with extra commitments to sustainability.

No animal testing is undertaken by WBA. We do not conduct animal testing on our owned brand products or on ingredients used in these products. Botanics took this commitment a step further, looking deeper into its supply chain.

In the European Union, it is illegal to test a purely cosmetic ingredient or finished product on an animal, but testing of cosmetic ingredients is still allowed in other parts of the world. Leaping Bunny certified brands cannot use ingredients tested for cosmetics on animals anywhere in the world.

## Soap & Glory and The Hygiene Bank

Our brands are increasingly partnering with community organizations or causes to help give back and improve lives in the communities we serve, and also to inspire and engage our employees and customers around our purpose.

Soap & Glory, our indulgent beauty, body and bath products brand, partners with The Hygiene Bank, a charity that provides essential hygiene and personal care products to those living in poverty.

In March-June 2020, for every 50 Soap & Glory products sold, the brand donated a full-size Clean On Me Creamy Clarifying Shower Gel to The Hygiene Bank. This resulted in close to 20,000 donations, and drove social media and media interest, helping to raise awareness of hygiene poverty. More recently, Soap & Glory supported The Hygiene Bank in launching its first ever National Hygiene Week, driving additional donations.

## Boots eco-friendly products

(GRI 103-2)

Boots UK has an owned-brand range of biodegradable and plastic-free baby, face and hand wipes, which are set to remove at least 200 metric tonnes of plastic per year. Boots affordable range of feminine hygiene products now uses 40 percent less plastic in the outer wrapping of its sanitary towels, and its 97 percent plant-based applicator compact tampons avoid the use of fossil fuels in the manufacturing process.

Boots also introduced tights made from plastic bottles during fiscal 2020. Each pair is made from around four plastic bottles, which are shredded into micro-particles, melted down and spun into yarn that is knitted to produce durable and comfortable tights.

## Walgreens eco-friendly products

(GRI 103-2)

Walgreens introduced eco-friendly toothbrushes and flossers in fiscal 2020 under the Walgreens brand, and compostable tableware under the Complete Home line. Walgreens also entirely removed Styrofoam (polystyrene) from its owned brand household essential lines.

The toothbrushes feature handles made of bamboo, which is biodegradable, and bristles made of BPA-free, charcoal-infused nylon. The flossers use a bio-based plastic alternative.

The Complete Home line of compostable and eco-friendly tableware - including plates, hot and cold cups, and bowls - became available chain wide. In select markets, Walgreens also offers eco-friendly cutlery and paper straws.



We strive to treat our people with dignity and respect. We are committed to:

- Proactively support the personal health and well-being of our employees
- Deliver our commitment to equal opportunities and foster a diverse, equitable and inclusive culture for all through strong employment, pay and recruitment practices, policies and procedures
- Continue to improve our robust approach to health, safety and data privacy, actively caring for our employees and customers

# Healthy and Inclusive Workplace

## SDGs in this section:





# Employee Health, Well-being and Safety

(GRI 102-8, 102-41, 103-1, 103-2, 103-3, 401-2, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8)

## Employee health and benefits

(GRI 103-1, 103-2, 103-3, 401-2, 403-6)

**As a healthcare provider, we recognize building healthier, happier communities starts with healthy, happy employees. Supporting the health of our employees is always a priority for WBA, but the issue took on particular urgency during the pandemic, as many of our people work directly with patients and customers to provide essential services.**

All of WBA's businesses manage benefits and, where applicable, healthcare for employees at the national level, as laws and regulations vary by geography. Here, we cover our two largest employers: U.S.-based Walgreens and Boots UK, which together account for more than 80 percent of our 331,000 direct employees.

Our businesses continuously evaluate their wellness offerings through measurement of utilization, competitive benchmarking and bi-annual employee surveys.





**WALGREENS  
OFFERS A  
COMPREHENSIVE  
BENEFITS  
PACKAGE TO  
FULL-TIME  
EMPLOYEES  
THAT GENERALLY  
INCLUDES:**

Comprehensive medical and other healthcare benefits, including the Life365 Employee Assistance Program (EAP)

Employer match of contributions to 401(k) defined contribution retirement account

Paid time off and holidays

Paid disability leave

Paid parental leave

Employee stock purchase program

Life insurance

Employee discount

For employees enrolled in a Walgreens medical plan and their dependents, Walgreens provides free support programs for obesity, diabetes and back pain, as well as access to a comprehensive digital well-being program, 365 Get Healthy Here, in which more than 50 percent of eligible employees participated during fiscal 2020. Additionally, Walgreens awarded employees more than 1.9 billion Balance Rewards loyalty points for engaging in healthy behaviors during the first eight months of the 2020 calendar year, equaling \$1.9 million in incentives.

Part-time U.S. Walgreens employees are eligible for a number of benefits including Prescription Savings Club, annual flu shots, Life365 EAP, the PerkSpot employee discount program and others.

Boots UK offers a comprehensive range of benefits to full- and part-time employees. Using a flexible program, employees personalize benefits across health and well-being, travel, financial and lifestyle categories. In addition to insurance and time off, Boots UK provides benefits such as an employee assistance program, loyalty awards, pension schemes and an employee discount.



## Supporting employees in crisis

(GRI 403-6)

**We recognize that investing in our employees financially contributes to their overall well-being, particularly during the pandemic with increased financial strain.**

Walgreens identified emotional well-being, legal and financial support as the top reasons employees accessed the Life365 program. In early 2020, the benefits team quickly launched a COVID-19 tool kit and resources, including five free counseling sessions, information about government assistance under the CARES Act and retirement savings plan changes.

Walgreens paid a one-time COVID-19 stipend for employees below the management level at stores and distribution centers, which provided \$300 to full-time employees and \$150 to those working under 30 hours per week. Walgreens also streamlined its Pay in Lieu of Paid Time Off (PTO) process, which offers payout of up to 40 hours of unused PTO when experiencing financial hardship.

Understanding changing employee needs, Walgreens rolled out benefits to support time off related to the virus, including payment of up to 14 days for COVID-19 related leave. The business also relaxed its attendance policy for certain at-risk employees and those facing childcare concerns due to closures.

Boots UK supported furloughed employees by maintaining regular communication and providing support to their managers via a Leader Guide, to ensure they remained connected during their period of furlough. Boots also recognized front-line employees with a thank you gift card for £150 (\$190) (gross) for full-time and £75 (\$95) for part-time employees who worked under 30 hours per week.

In fiscal 2020, Boots UK also partnered with financial wellness company Salary Finance to provide access to a financial education tool that allows all employees to pay off loans directly through salary reductions, helping them avoid high-interest debt. Due to the pandemic's unexpected implications, Boots also reopened its holiday buying program to allow employees to alter their choices to fit their most immediate needs.

The Walgreen Benefit Fund in the U.S. and the Boots Benevolent Fund in the UK were scaled up to meet greater need during the pandemic. Both existing programs - funded by charitable donations - assist current employees and retirees experiencing financial hardship.

During fiscal 2020, the U.S. team enhanced fund communications and access, and provided \$1.3 million in aid to nearly 1,200 applicants. The UK fund supported 195 employees with more than £210,000 (\$267,000) in grants as of Aug. 31, 2020. There are also plans to further expand aid in 2021 due to growing community needs related to the pandemic.





**Boots UK leverages data on workplace absence, health referrals, employee survey results, program engagement and other factors to measure success of wellness initiatives.**

5 Ways to Well-being: more than 28,000 active employee completions

Mental Health First Aid Training: close to 100 employees

Healthy Minds E-learning Module: close to 1,000 employee completions

Colleague Well-being Champions: 230 employees



## Mental health support for employees

(GRI 103-2, 103-3, 403-6)

The stress of the COVID-19 pandemic intensified the need to provide our employees with tools and resources focused on mental and behavioral health and well-being. We built on existing commitments and programs designed to help in identifying issues of mental health and foster a culture of confidence that encourages important conversations in the workplace.

Walgreens medical and prescription drug plans include comprehensive mental health care for eligible employees. In addition, Life365 provides no-cost confidential behavioral health support for all employees and their immediate household to help manage current day stressors.

Walgreens also offers MDLIVE for employees and covered partners enrolled in a medical plan, which allows employees to access a doctor remotely around the clock.

As part of the collaboration between Walgreens and the National Council for Behavioral Health, Walgreens completed Mental Health First Aid training with 65 human resources department employees as of Aug. 31, 2020, to help them identify signs of mental illness and substance abuse disorders that may emerge in the workplace.

Similarly, Boots accelerated focus on its proactive and preventive well-being strategy amid the pandemic.

In fiscal 2020, Boots UK worked to provide fingertip access to a suite of mental health and wellness resources by piloting new ways to reach employees and centralizing tools in a new Well-being Hub on its intranet sites. The business introduced Weekly Well-being Communication to emphasize existing tools and learnings amid COVID-19 and implemented live webinars on well-being topics in collaboration with its employee assistance partner, Lifeworks. Additionally, in fiscal 2020 Boots completed the roll out of its Well-being Action Plan, enabling more proactive and action-focused dialogue between employees and line managers about their emotional health needs.

As part of Boots UK's focus on awareness and prevention, the business signed the Time to Change employer pledge, committing the business to think and act differently about mental health.

## Freedom of association and collective bargaining agreements

(GRI 102-41)

WBA respects and upholds the right of workers in conformity with local law to be members of trade unions of their own choosing and to bargain collectively, in accordance with the appropriate local laws.

All WBA Divisions, businesses, cross-divisional functions and the corporate function are required to keep up-to-date written policies defining the rights of each employee to trade union membership where statutorily or legally required, according to our internal human resources policy.

As of Aug. 31, 2020, 10 percent of our employees across the globe were covered by collective bargaining agreements.

## Employee training and development, and human capital management

(GRI 103-1, 103-2)

We recognize that now, more than ever, we need to invest in the growth and development of our people. Although the pandemic challenged traditional training programs, we focused on rethinking ways in which we reach our teams.

With employees working in different capacities across our retail stores, warehouses, distribution centers and corporate campuses, our training tools were diversified to help fill a need for more flexible methods.

Walgreens University continued to offer training, leadership development and career advancement programs to employees at all levels. During fiscal 2020, more than 1,600 employees participated in both in-person and virtual sessions for skills development. Walgreens University also partners with world-class academic institutions to offer tuition discounts to employees. Since launching the partnership in 2013, Walgreens University has provided employees with more than \$7 million in tuition discounts.

In February, Walgreens launched a micro-learning tool offering bite-sized, on-demand learning

resources for all employees regardless of role or location. Nearly 8,000 employees engaged with self-paced learning tools.

To help develop leaders, Walgreens continued to focus on programs identifying talent and coaching leaders to reach the next level of management. This includes:

- The LEAP program - with 2,358 participants - to prepare assistant manager trainees for assistant store manager roles;
- The EDGE program - with 113 completions - to build executive presence, business acumen and diverse networks among high-potential leaders; and
- The Launch Forward Program - implemented in January 2020 for 69 high-potential leaders - to enhance leadership development through mentoring circles led by Walgreens executive leadership.

Walgreens also revised its Pharmacy Technician Training apprenticeship program to meet new American Society of Health-System Pharmacists and Accreditation Council for Pharmacy Education (ASHP/ACPE) standards for 2020, which changed the scope of knowledge required for pharmacy technician entry-level certification. The program includes online learning, on-the-job activities and Pharmacy Technician Certification Board (PTCB) prep resources. Beginning in 2020, PTCB, our primary credentialing organization, will require the completion of an accredited program - such as ours - to take the Pharmacy Technician Certification Exam.

In fiscal 2020, Boots continued its First Line Leader program virtually to train future store leaders at a safe physical distance.

Additionally, more than 500 employees participated in the Boots UK apprenticeship program focused on developing career aspirations and fundamental skills. Growth of the offering has led to 25 different programs and Boots UK continues to work with education providers and government to support new apprenticeship standards.





## Our Voice. Our Future

To listen effectively, WBA conducts a bi-annual global employee engagement survey, Our Voice. Our Future., launched in September 2019.

### Employee engagement and retention

(GRI 103-2, 103-3)

**We understand listening to our employees is the most effective way to foster a great place to work – which translates directly to our business success.**

The initial surveys revealed exceptional employee perception of purpose, performance feedback, career path development and corporate citizenship. Results were implemented at an organizational level by global divisions and communicated to managers to drive action plans at local levels.

In place of the March 2020 engagement survey, WBA deployed a COVID-19 Wellness Check to allow employees to share feedback on their well-being and perceived level of support during the pandemic. Additionally, WBA launched an Always Listening program that allows employees to share feedback on their engagement and work experience in real time, allowing more agility in tracking employee engagement.

To maintain the ability of WBA to attract and retain talent, the compensation department conducts an annual pay analysis against key roles. For high-performing pharmacy technicians, Walgreens invests further to ensure compensation reflects our commitment to outstanding employees, offering pay increases to the midpoint of an employee's pay range by market. Similarly, in fiscal 2020, Boots UK invested in base pay level for newly qualified pharmacists to ensure a market-competitive offer.

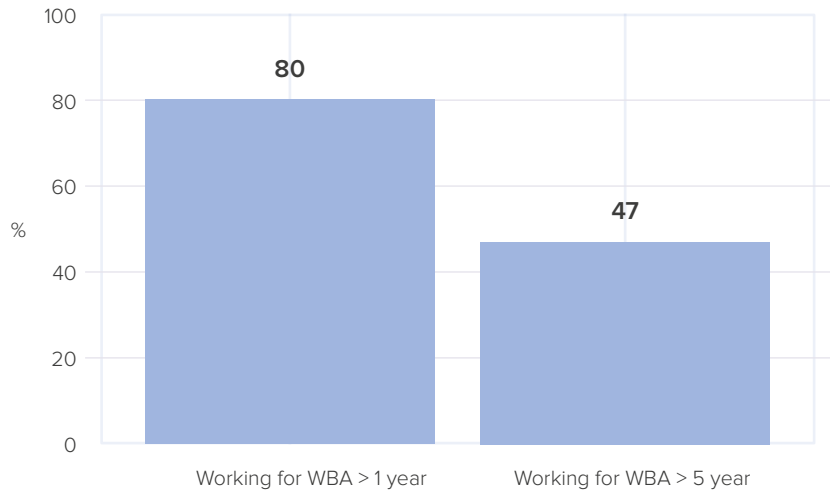
## Employee data

(GRI 102-8)

### Employees by gender and employment type<sup>1, 2</sup> as of Aug. 31, 2020<sup>3</sup>

Employment type	All (%)	Permanent (%)	Temporary (%)	Part-time (%)	Full-time (%)
<b>Male</b>	32	99	1	24	76
<b>Female</b>	68	99	1	37	63
<b>Undisclosed<sup>4</sup></b>	0	100	0	0	100
<b>All employees</b>	100	99	1	33	67

### Employee retention as of Aug. 31, 2020<sup>1 3 5</sup>



1 Employees of fully owned WBA businesses; does not include employees of companies in which WBA has equity method investments.

2 Does not include contractors because they are not included in our employee figures. Most of our activities are performed by employees, and seasonal variations do not cause significant variation in our employment figures.

3 Fiscal 2020 data within Deloitte & Touche LLP's review scope as detailed on pages [180-182](#).

4 Totals showing zeros reflect rounding of amounts lower than 0.5%.

5 Includes existing employees of businesses that have become part of WBA.



## Safety

(GRI 103-1, 103-2, 103-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8)

WBA is committed to creating and upholding safe environments for employees, customers, contractors and patients across our business operations including retail, wholesale and corporate offices. We continuously work to improve our robust management of health and safety, sometimes exceeding local legislative requirements, guided by the WBA Health, Safety and Environmental Committee and WBA Health, Safety and Environmental (HSE) Policy.

We encourage open dialogue and constructive feedback from our stakeholders to help ensure we achieve best practices. We also require that all divisions, businesses, cross-divisional functions and corporate functions have formal governance processes in place for health and safety matters in the business operations for which they are responsible.

To create a safe and productive workplace, employees across our businesses are offered avenues to report incidents including calling a toll-free, confidential hotline, submitting an online report, emailing the compliance officer and contacting human resources.



## COVID-19 safety response

(GRI 103-1, 103-2, 103-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8)

The COVID-19 pandemic did not change our philosophy on safety, which continues to be a top priority. But due to the unprecedented nature of COVID-19, we created new governance teams, policies and procedures, in addition to changing the day-to-day responsibilities of our Environmental, Health & Safety (EHS) team.

In the U.S., Walgreens created a task force and pandemic response team that worked seven days a week to roll out trainings, conduct disease monitoring and surveillance, and establish and communicate COVID-19 employee compensation tools and support, including a Communicable Disease Policy and dozens of custom COVID-19 playbooks. The pandemic response team continues to respond to COVID-19 related cases through clinical intake, tracking and contact tracing, field response, record keeping and required legal notifications.

Walgreens acted in compliance with guidelines set nationally by the Centers for Disease Control and Prevention (CDC) and the Occupational Safety and Health Administration (OSHA), as well as local recommendations and mandates. As the pandemic spread, the Walgreens Pandemic Response Team continued to work with these organizations to update company policies and practices based on changing guidelines.

Personal protective equipment (PPE) requirements, cleaning policies and safety procedures were created and enforced across stores for the safety of employees and customers. Before the pandemic Walgreens had enhanced the model for employee care post-injury by providing telemedicine solutions and this became increasingly valuable as the pandemic spread.

In June, Walgreens resumed immunization services - critical to ensuring the health of our communities - with additional safety measures in place for pharmacy employees and patients.

Boots UK created teams across all levels of the business that were focused on COVID-19 responses related to safety. They held regular calls to address the changing needs of different parts of the business including stores, clinical sites and corporate offices, as the pandemic evolved. The teams were managed through the Boots UK crisis management governance structure with oversight by executives.

Boots UK also consulted primary authorities in the UK to assemble assured advice around safety during the initial lockdown and as businesses reopened.



## Walgreens Customer Care Advocate Program snapshot for fiscal 2020



The program  
connected with  
more than 5,000  
customers



The program  
hosted more than  
14,000 calls

## Safety campaigns

(GRI 103-1, 103-2, 103-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8)

In fiscal 2020, Walgreens rolled out new environmental training courses, and occupational safety leader-led and advocacy care models, leading to recognition as a finalist for a Green Cross for Safety award. The models were created to facilitate a cultural shift toward safety across all levels of the business. Walgreens also conducted more than 900 monthly environmental assessments, the results of which enable the EHS team to see real-time results, identify gaps and opportunities, and share best practices to improve safety across the business.

Through trainings and focus on safety culture, Walgreens has achieved employee and customer accident incident reductions in retail stores over a six-year period ended Aug. 31, 2020.

Incidents that occur in stockrooms are often more severe due to the use of ladders. In fiscal 2020, Walgreens undertook an initiative to reduce stockroom risk of incidents by storing all items on shelves no more than six feet high. To facilitate a successful rollout of the ladder-less stockroom initiative, the business highlighted and recognized individual store teams, developed a playbook complete with job aids, helpful visuals, peer-to-peer lessons learned and unexpected benefits. An organically driven program started with a few stores recognized for their safety-focused decisions to reduce risk and led to an ongoing, chain-wide initiative.

Through its Customer Care Advocate Program, Walgreens proactively offers support to customers who have reported an in-store incident.

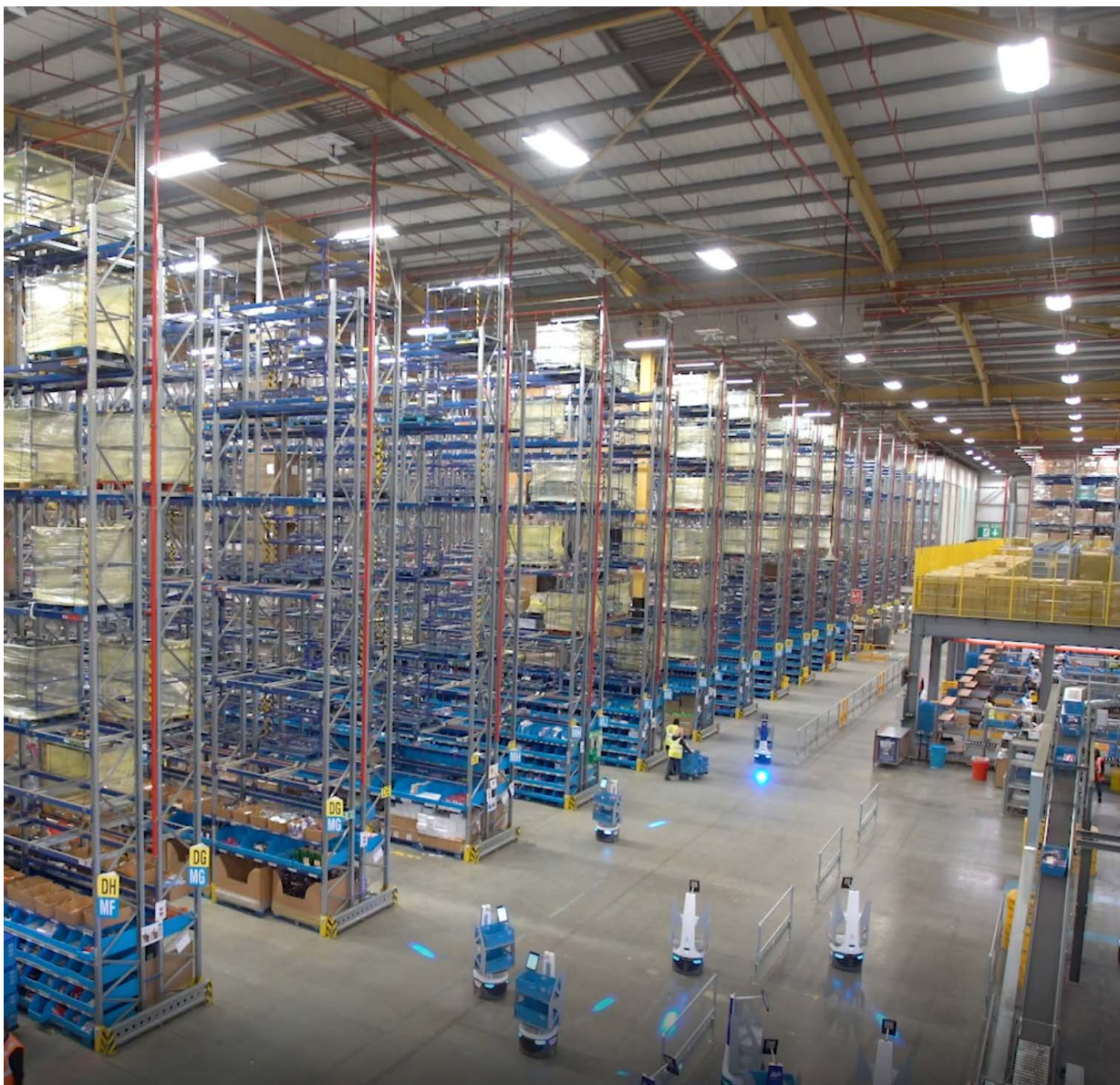
Walgreens also has in-store sharps kiosks available to customers at certain locations along with a program to reduce needle sticks among pharmacists and immunization technicians.

Boots UK continued to build on the success and positive reception of Toolbox Talks, a program designed to reinforce safe behaviors in warehouses. In fiscal 2020, the “made for colleagues, by colleagues” video series tackled fire safety training, which was historically challenging and costly to deliver. This package was produced in partnership with the fire safety primary authority and is now mandatory for all warehouse colleagues.

Boots UK maintains working relationships with UK councils and enforcement bodies, asking primary authorities for assured advice on an ad-hoc basis. In fiscal 2020, assessments conducted by primary authorities resulted in assured advice for pallets push through and forklift trucks arrangements in Boots UK warehouses.

Boots UK Burton warehouse modernized the customer order picking process in fiscal 2020. The warehouse introduced over 130 cobots - robots that work alongside people to collect items throughout the facility - resulting in a 77 percent reduction in picking injuries from fiscal 2019 during the peak seasonal period.

In fiscal 2020, Boots UK saw a 27 percent reduction in employee reportable injury accidents and a 34 percent reduction in employee RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) reportable injury accidents.





# Equal Opportunities

(GRI 102-8, 103-1, 103-2, 103-3, 405-1)



## DISCOVER

Our first global [WBA Diversity & Inclusion Report](#).



## Our diversity, equity and inclusion (DEI) strategy

A diverse, equitable and inclusive organization is an essential part of WBA's business strategy. We understand that actively fostering DEI directly impacts business performance and as a global employer, helping to advance DEI is our responsibility. Engagement with these issues allow us to support our communities and remain relevant to our customers and patients.

With more than 331,000 direct employees in 17 countries, our workplace encompasses a broad range of cultures, backgrounds, perspectives and experiences. A diverse and inclusive culture positively impacts our performance, growth and employee engagement.

We are committed to accountability and transparency in this area and in fiscal 2020 published our first global WBA Diversity & Inclusion Report, covering fiscal years 2018 and 2019.

Our Global Inclusion Council (GIC), established in 2019 and comprised of 21 senior leaders from across our divisions and functions, helps to accelerate our DEI culture throughout the company and to build

and empower diversity at all levels. The council drives top-down accountability and engagement company-wide; helps bring an inclusive culture to life; guides actions to ensure inclusivity within talent management and talent acquisition; and supports actions to expand supplier diversity.

The racial equity movement that swept the U.S. and many other countries this year has intensified our commitment to addressing issues of fairness and equality in our workplace and in our communities. Please see Our Response to the Racial Equity Movement on pages [46-49](#) of this report for details of our actions to drive change.

Some programs and policies were in place before the galvanizing impact of the movement, and others have been put in place in response.

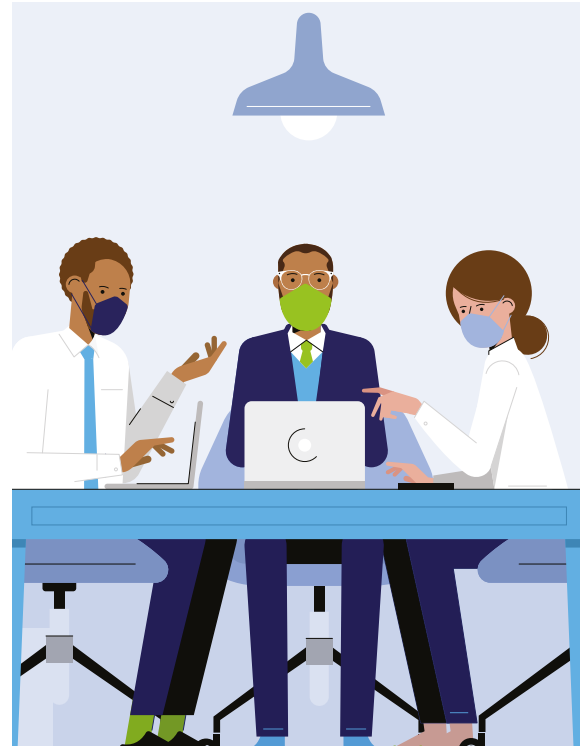
### Leadership and board diversity

Our Leadership Accountability Model works to ensure that managers are held accountable for recruitment, retention and development of people of color and women at every level of the organization. For fiscal years 2020 and 2021, the company's goals were and are to achieve an annual increase of 3 percentage points in women in leadership positions across WBA and a 2 percentage point increase in people of color in leadership in the Retail Pharmacy USA division.

While we achieved an increase in both women and people of color in leadership in fiscal 2020, we are continuing to implement programs to recruit and promote diverse talent. A portion of bonus incentives for all bonus eligible employees will be linked to the company's performance on the Leadership Accountability Model goals, beginning in fiscal 2021. We plan to report additional details on the Leadership Accountability Model in subsequent WBA Diversity, Equity and Inclusion reports.

The WBA board of directors recently appointed its first African-American woman director, providing further momentum to meet WBA's diversity, equity and inclusion goals. The WBA board of directors has also amended WBA's corporate governance guidelines to provide that when searching for new directors, they will actively seek out women and

individuals from minority groups to include in the pool from which board nominees are chosen. As of Oct. 29, 2020, diversity on our 11-member board was as follows: four women, one of whom is a person of color.



### Updating our values and embracing equity

WBA added Inclusion to its corporate values, which are now Trust, Care, Innovation, Partnership, Dedication and Inclusion. For us, inclusion means we are empowered to bring our authentic selves in an open, welcoming and equitable workplace.

Also, the company changed the name of its diversity and inclusion function to include equity, renaming it Diversity, Equity and Inclusion. For WBA, equity represents seeing the potential in all people and understanding our employees' needs so that we apply meaningful interventions that make it possible for them to reach their full potential - this involves bold and intentional actions to dismantle barriers, whether actual or perceived, that exist in our strategies, programs and practices.



## Diversity data

(GRI 405-1)

## Diversity of WBA employees globally as of Aug. 31, 2020

Employee category	All (%)	Age group (%)			Gender (%)		
		<30	30-50	>50	M	F	UD <sup>1</sup>
Manager <sup>2</sup>	7	10	69	21	47	53	0
Non-manager <sup>2, 3</sup>	93	39	41	21	31	69	0
All employees	100	36	43	21	32	68	0
Senior director and above <sup>4</sup>					69	31	0

## Racial and ethnic diversity of employees in our U.S. workforce, as of Aug. 31, 2020

	White (%)	People of color (%)
Total U.S. workforce <sup>2, 3</sup>	50	49
Managers <sup>2</sup>	70	30
Non-managers <sup>2, 3</sup>	49	50
Senior director and above <sup>4</sup>	81	19

<sup>1</sup> UD = Undisclosed. Totals showing zeros reflect rounding of amounts lower than 0.5%.

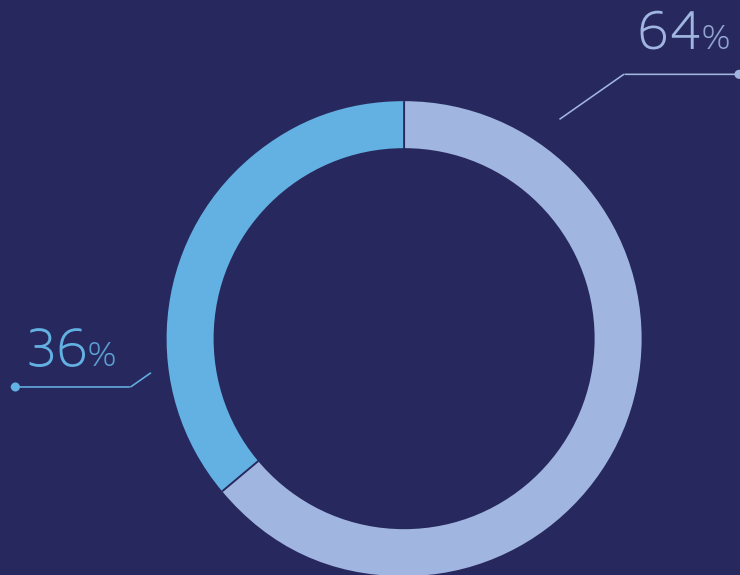
<sup>2</sup> Fiscal 2020 data within Deloitte & Touche LLP's review scope as detailed on pages [180-182](#). In this report, WBA defines managers across its global workforce, including in the U.S., as all employees with at least one direct report. The U.S. manager population under this definition is a subset of the manager population included in U.S. regulatory reporting.

<sup>3</sup> Percentages may not sum to 100 percent due to rounding.

<sup>4</sup> Senior director and above includes employees in these job levels in the U.S. and the equivalent job levels in our businesses in other geographies. This row of data does not fall within Deloitte & Touche LLP's review scope.

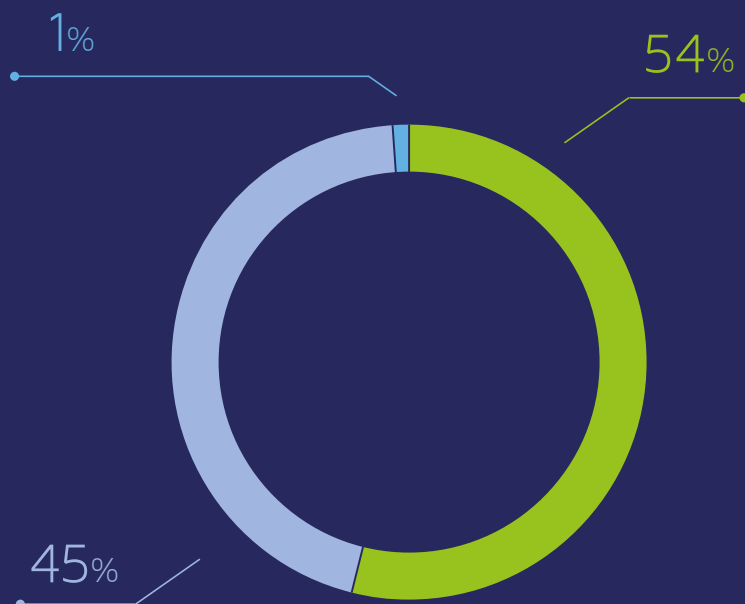
### Walgreens pharmacists by gender

- Female
- Male



### Walgreens pharmacists by race and ethnicity

- White
- People of Color
- Undisclosed





## Disability inclusion model

We believe supporting and employing people with disabilities is not just the right thing to do - it's good for business. Walgreens continued its commitment to recruit and support employees with disabilities through the Transitional Work Group (TWG) and Retail Employees with Disabilities Initiative (REDI), training and job-readiness programs that bring a significant number of people with disabilities to work in Walgreens stores and distribution centers. These efforts contributed to Walgreens recognition for the fourth consecutive year with the top score of 100 percent on the 2020 Disability Equality Index (DEI), a national benchmarking tool on corporate policies and practices related to disability inclusion and workplace equality.

Through partnerships with hundreds of publicly funded community providers, REDI expanded to a total of 38 states and 294 stores during fiscal 2020, up from 278 stores in fiscal 2019. Through the REDI program, hundreds of potential employees have been trained for work in our retail locations.

Ten Walgreens distribution centers and regional warehouses in the U.S. participate in the TWG initiative, partnering with state agencies and local nonprofits to recruit, train and support job candidates with disabilities. Job coaches guide and provide orientation for candidates throughout the 13-week training program. The program was initiated more than 11 years ago and roughly 12 percent of employees at Walgreens distribution centers and regional warehouses self-identify as having a disability.

The COVID-19 pandemic affected TWG and REDI programs as a number of our partner agencies temporarily suspended training for safety reasons or experienced cuts in funding. In compliance with state and local requirements and guidance concerning COVID-19, we are relaunching training and both programs remain a long-term commitment for Walgreens.

For the first time, our businesses in the UK now have a disability inclusion BRG and we have signed up to the UK's Business Disability Forum, to support further progress and expand on our Disability Confident: Committed status in Boots UK.





### Providing leadership opportunities for veterans

The Walgreens Helping Veterans with Educational and Retail Opportunities (HERO) program aims to provide career and educational opportunities for U.S. veterans. Walgreens established the program in November 2018 to help veterans transition leadership skills learned through military service into a retail management career.

The program provides retail management training and on-the-job mentorship with Walgreens leaders to help veterans on a career path to store management. As of Aug. 31, 2020, more than 470 shift leads and assistant store manager trainees across the U.S. had been hired in the program. Through an exclusive partnership with Southern New Hampshire University, program participants also have the opportunity to receive tuition assistance and discounts to work toward a bachelor's degree.

Walgreens has a goal to hire 5,000 U.S. veterans to the program within five years from when it was launched, and continues to actively work toward that goal, despite challenges due to the global pandemic and market conditions.

### Helping young people from all backgrounds gain professional experience

WBA partners with numerous organizations, schools and universities to help provide meaningful job opportunities for young people and to support pharmacy training for students from diverse backgrounds. Young people are the future and essential to the continued transformation and growth of our company. The following are examples of some of these training and scholarship programs.

### Walgreens diversity donation

During fiscal 2020 Walgreens awarded \$852,000 in scholarships for pharmacy students for the 2020-2021 school year. The donation program aims to increase the enrollment of underrepresented students in schools and colleges of pharmacy, with the intention of increasing the successful recruitment and employment of students by Walgreens pharmacies.

### Boots UK and The Prince's Trust

Boots UK has continued its partnership with The Prince's Trust, helping to empower young people to realize their full potential by providing opportunities that give them skills, confidence and self-esteem for a better future. Since the partnership began in fiscal 2019, more than 180 young people have gained work experience opportunities and 73 went on to paid jobs.

As part of the Million Makers program, 15 Boots graduate trainees took part in an entrepreneurial challenge in which they had to turn £1,500 (\$1,900) into £10,000 (\$12,700) to benefit The Prince's Trust charity, over a six-month period. In less than six months the Boots graduates had raised more than £25,000 (\$31,750), been awarded winners in central England, earning the title New Kid on the Block, and became national finalists. This program develops participants' roles outside of their day-to-day positions, offering new challenges and learning new skills that they will take into their future.

Boots has run its Work Inspiration program for 10 years, and it was conducted in fiscal 2020 in partnership with The Prince's Trust. The program offers young people a chance to learn new skills, gain work experience and take part in employability workshops. The program was run virtually in fiscal 2020 due to COVID-19 restrictions.

Boots UK has welcomed more than 1,000 young people to Work Inspiration activities at its Nottingham support office over the years for this valuable experience. In its new virtual format, the program is accessible to young people from across the UK and can take place multiple times each year.

## Skills for Chicagoland's Future

In Chicago, Walgreens partnered for its sixth year with the nonprofit Skills for Chicagoland's Future to tackle high levels of unemployment among young adults. Walgreens is committed to providing youths from 18 to 26 years old from low-income, high-risk Chicago neighborhoods with long-term skills and tools to help them grow in their careers.

Through the partnership, Walgreens has hired more than 120 people in various store positions across the Chicago area, as of Aug. 31, 2020. This includes a number of pharmacy technicians that Walgreens helped to train and mentor for a career path in retail management, through Skills' Beyond the Diploma: Pivot to Success program.



### AWARDS AND RECOGNITION

Our company is consistently recognized for its DEI programs and progress, including for women in leadership, disability hiring initiatives, diversity best practice and being a top workplace for LGBTQ+ employees.

**The following are just a few examples of recognition that WBA and its businesses have received for DEI over fiscal 2020.**

- Walgreens was named to the Diversity Best Practice Inclusion INDEX, recognized for creating an inclusive workplace.
- WBA merited an Advancement, Commitment and Engagement (ACE) honor from the Healthcare Businesswomen's Association (HBA) for its innovative Women of WBA Business Resource Group (BRG). HBA's ACE Awards recognize companies committed to ensuring gender diversity and leadership opportunities for women are part of their organizational DNA. Initially established as a U.S. group, the BRG has evolved into a global network focused on increasing representation of women and people of color across the company.
- Walgreens was honored as a 2020 National Organization on Disability Leading Disability Employer. The seal recognizes companies that demonstrate exemplary employment practices for people with disabilities.

## Business Resource Groups (BRGs)

WBA's employee-led BRGs are a critical element of our inclusive workforce culture to help employees build connections with other people with similar interests, backgrounds and experiences. We support 11 active BRGs with 18 chapters in the U.S. and eight BRGs in Europe and Hong Kong.

These grassroots networks of employees commit to making WBA an even more diverse and inclusive employer and retailer by helping attract, engage, develop and retain diverse talent through their work.

The BRGs remained active and grew in numbers and membership throughout fiscal 2020 despite the limitations on in-person gatherings due to the pandemic. The following are just two of many examples of BRG activities throughout the year:

## Response to the racial equity movement

Our BRGs actively helped guide WBA's response to the racial equity movement at a time when many people of color, especially Black Americans and the Black community as a whole, were feeling anguished and heartbroken over tragic killings by police. This guidance included:

- Public message from the chairwoman and vice chairwoman of the African-American Leadership Network asking us all to challenge discomfort by initiating conversations about race and examining our biases.
- Solidarity message for Black colleagues signed by the chairs of all other BRGs.
- Engaging employees on the issue; sharing tips and information on how to be an ally for people of color; participating in listening sessions with leadership; and providing input into education and training initiatives.



## Virtual Pride month

The U.S. Pride Alliance and the WBA Pride UK BRGs were central to virtual WBA celebrations of Pride months in June and July. The centerpiece of this global event were virtual Coming Out panels giving members of the LGBTQ+ community opportunities to hear and share how consent, empathy, support and understanding can help us create an environment where we are all proud to be our authentic selves in the workplace. Colleagues shared personal stories and perspectives on working at WBA and on how to be an ally to the LGBTQ+ community.

The Pride BRGs also participated in a video highlighting employees around the world sharing messages of hope, inspiration and support for Pride month, and in stories told on our corporate website and social media.

In February, the Boots Pride Alliance celebrated its first anniversary, hosting businesswomen and trans-activist Kathryn Downs in a learning session, allowing BRG members to reflect on the year's work, success and growth with a focus on how to become a greater ally of the LGBTQ+ community.



“

It's a time for everyone to open their minds to different things, to different perspectives and to those from different backgrounds, and understand the importance that everybody has and the value that everyone brings to the table.

”

Carlos W. Cubia,  
Global Chief Diversity Officer

### World Day for Cultural Diversity

On May 21, for the first time WBA recognized the United Nations World Day for Cultural Diversity for Dialogue and Development. The global, virtual celebration spotlighted the different cultures of our diverse workforce, creating an atmosphere to celebrate differences, see their value, and get to know each other.

The campaign - through leader messages, stories on our internal and external websites and social media posts - was a way to demonstrate that we are a welcoming company committed to advancing diversity. CSR champions and BRG leaders promoted videos highlighting employee perspectives through social media, using the hashtag #WeAreWBA.





## Gender pay

WBA works to ensure our employees are paid fairly and equitably. In the U.S., we have made the commitment to conduct proactive pay reviews to confirm that pay practices are applied without regard to gender, race or ethnicity.

In accordance with the UK government's Gender Pay Gap Regulations, for the third year our employing entities subject to the regulations published their gender pay gap information, including actions taken toward closing the gap and creating a truly inclusive work environment.

The reports of our two largest employers in the UK, Boots UK and Alliance Healthcare, can be found in their entirety on their respective websites. The [Boots UK Gender Pay Gap Report as at April 2019](#) showed a median gender pay gap of 3.5 percent, and the [Alliance Healthcare Gender Pay Gap Report as at April 2019](#) showed a median gender pay gap of 11 percent. Both were significantly lower than the national average median of 17.3 percent, which is based on estimates from the Office of National Statistics' Annual Survey of Hours and Earnings 2019.

## CASE STUDY

# Unconscious Bias Training

**Unconscious bias relates to quick judgments and assessments made of others and of situations, without realization. These biases are influenced by background, cultural environment and personal experiences. Most of the time, we are not fully aware of these views and opinions, or their impact.**

WBA's company-wide, online Managing Unconscious Bias course helps employees reflect on unconscious biases and gain insights into how bias influences our behaviors every day. The e-learning module helps us learn how to manage our unconscious bias so that our actions and behaviors align to fostering a more diverse, equitable and inclusive culture.

The training is required for employees in a wide variety of roles in the U.S., UK and elsewhere. As of Aug. 31, 2020, more than 34,000 employees had completed the training.

The e-learning course grew out of existing Boots UK training and out of the Walgreens Strengthening Care in our Communities initiative, a three-hour in-person training session for store management teams. The course works to ensure employees gain a common understanding of and language to talk about bias and how to identify and disrupt it before we act. Strengthening Care in our Communities also reinforces our commitment to provide extraordinary care to our customers and patients while also adhering to our policies, which strictly prohibit any form of unlawful discrimination or racial profiling.

More than 57,000 Walgreens store management employees have completed the Strengthening Care in our Communities training, which has elicited kudos from people who took it.

Stephen Cavin, a Walgreens store manager in Kingsport, Tennessee, said there was strong enthusiasm and buy-in among his team. After completing the training, Cavin reports that the culture in his store has improved.

**“The training came at the perfect time for us. It’s been good for business, and it’s been good for everybody.”**

Stephen Cavin



# Data Privacy and Information Security

(GRI 103-1, 103-2, 103-3, 418-1)  
(SASB HC-DR-230a.1)

## Patient and customer privacy

(GRI 103-1, 103-2, 103-3, 418-1)

Due to our roles as a global healthcare leader and a retailer, personal customer and patient information is provided to WBA when customers make purchases, fill prescriptions, enroll in promotional and customer loyalty programs, register on our websites or otherwise communicate with the company. We are committed to protecting our customers' privacy and data and to implementing leading data protection standards.

We are transparent with our customers about how we use their data. Our posted statements on the business websites in our different markets include information about data usage and the safeguards we employ. We also post our policies around individual rights requests from customers who are California residents, regarding the use and deletion of their personal information. We also comply with EU and UK law on data protection and privacy. Our policy is to notify all data subjects of any impermissible disclosure, in accordance with the applicable laws.

In the U.S., the location of 80 percent of the personal health data handled by WBA, our robust Health Insurance Portability and Accountability Act (HIPAA) privacy rule compliance program incorporates administrative, technical and physical safeguards for patient data. Under our HIPAA policy we receive written authorization from the data subject where required, and all collection and processing of data is limited to the stated purpose. The effectiveness of this program has been demonstrated by the HIPAA complaints program that we have had in place for close to two decades.

Privacy training is mandatory for applicable Walgreens employees and contractors are legally obligated to receive privacy training. In Europe, retail and support office staff must complete privacy training every two years, and supplemental privacy training is sent on a regular basis to privacy champions based throughout our businesses.

Regarding data that is transferred to third parties, we always ensure that we use an approved method, such as standard contractual clauses.

## Information security

(GRI 103-1, 103-2, 103-3, 418-1)

We place the utmost importance on ensuring the integrity of data and the protection of our customers, patients, employees and company information. The company's security processes and controls for information technology (IT) systems and resources, our business, and employees, contractors and third parties help ensure that confidentiality, integrity and availability of our IT are maintained.

The Global Chief Information Security Officer oversees the security of the company's computer systems, data, networks and other assets. The company conducts regular internal audits and vulnerability assessments and maintains a data security event plan to effectively manage and respond to information security incidents.

Our global information security policies, which are based on cybersecurity frameworks such as the National Institute of Standards and Technology and the International Organization for Standardization, set the compliance guidelines for our people, processes and systems. At the request of our business partners, WBA also engages with

HITRUST, a third-party organization, to conduct an assessment of the security and privacy controls around patient data. HITRUST Certification is valid for two years and was last renewed in 2019. WBA works with an independent assessor to conduct interim assessments to ensure continued adherence to HITRUST standards. Additionally, a PCI (payment card industry) assessment performed by an external provider reviews our policies and procedures to protect customer credit card data.

Building and nurturing a culture of security is key to protecting information. We require our employees to take regular training on cybersecurity issues. We also build awareness about phishing through regular campaigns to our employees with company emails. Training and information is available to employees on our corporate intranet sites. Additionally we use posters to engage employees on the importance of being alert to cybersecurity risks.







### GET IN TOUCH

We welcome feedback on the contents of this report as well as on our CSR strategy. Please contact us at [CSR@wba.com](mailto:CSR@wba.com).

# About This Report

(GRI 102-46, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-56)

**Our fiscal 2020 CSR Report reflects our ongoing healthcare-focused CSR strategy, as explained in the Our Approach to CSR section. This report also outlines our agile response to emerging issues affecting society, our business and the healthcare and retail industries, including COVID-19 and the racial equity movement.**

To more fully meet GRI reporting requirements, we enhanced our narrative on how we manage material CSR topics, more completely explaining the purpose, boundaries, programs and evaluation methods. We also introduced key performance indicators on healthcare-related topics, as described on pages [52](#), [61](#) and [70](#).

This report underwent the GRI Management Approach Disclosures Service, designed to help organizations improve the reporting narrative on their approach to managing material CSR topics. More information about the review can be found in the GRI Content Index on page [150](#).

Stakeholders increasingly expect corporate entities to report environmental, social and governance (ESG) metrics according to SASB. We have adopted SASB's Drug Retailers standard and our SASB Index can be found on pages [176-177](#). In addition, an index is available on pages [178-179](#) that outlines actions we have taken to implement the UNGC's 10 principles in the areas of human rights, labor, environment and anti-corruption.

As discussed in the CSR Materiality section of this report, we are completing a new materiality assessment, a process that involves consulting with a wide variety of external and internal stakeholders. We plan to publish the outcomes of this assessment in our 2021 CSR Report. We will continue to adjust our strategy to meet stakeholder expectations and to address evolving environmental, social and market challenges.

Deloitte & Touche LLP reviewed specified indicators within this report in accordance with attestation standards established by the American Institute of Certified Public Accountants. Their assurance report can be found on pages [180-182](#).

This report covers data and progress from fiscal 2020, the 12 months ended Aug. 31, 2020, and includes content from our ongoing global operations. The prior report from fiscal 2019 was published on Jan. 27, 2020 and can be found on the CSR section of our corporate website. We plan to continue to report on an annual basis in the future.



## Data management process

(GRI 102-56)

We have a company-wide approach to recording, measuring and reporting CSR performance, including a set of reporting criteria and a set of CSR measures and performance indicators. Across all of our businesses we capture data on corporate giving, carbon emissions, energy use, waste by disposal, employee retention and diversity, and use the data to inform and assist in the development of individual CSR programs. In addition, in the Retail Pharmacy USA division we capture data on employee race and ethnicity.

The data presented within this report reflect the ongoing operations of the company during fiscal 2020 and were produced in accordance with the [Walgreens Boots Alliance Corporate Social Responsibility Performance Data Basis of Preparation](#), which can be found in the Corporate Responsibility area of the company's corporate website. Our [Statement of Greenhouse Gas \(GHG\) Emissions](#) for fiscal 2020 and its external assurance from Deloitte & Touche LLP can also be found in the same area of our website.

CSR performance data are collected comprehensively on an annual basis. All submissions by individual businesses are prepared by local finance teams and local CSR champions and are reviewed by senior finance leaders.

In fiscal 2016 WBA collected CSR data across its operations for the first time, forming the baseline for our fiscal 2017 and fiscal 2018 CSR Reports. In our fiscal 2019 report, we re-set baselines for our environmental performance metrics because we included for the first time energy and waste data from 1,932 Rite Aid stores acquired the previous year. This was done in order to provide meaningful comparatives as required by the GHG Protocol.

Every effort is made to ensure that we report accurate data, and our processes are designed to support this. In cases where we become aware of updates to data from previous years, we consider providing updated data in subsequent reports if the changes result in a discrepancy that is material. In these cases, we provide details in footnotes to our data tables.

# GRI Content Index

(GRI 102-54, 102-55)

Walgreens Boots Alliance has carried out an ongoing exercise to align our CSR reporting to the GRI Sustainability Reporting Standards (GRI Standards). This report has been prepared in accordance with the GRI Standards: Core option. This GRI Content Index reflects the material CSR topics that emerged in our most recent complete CSR materiality assessment, conducted during fiscal 2018. The assessment allowed us to define the issues through which the company has the most significant impact on the environment, on society and communities and on the economy, which were unchanged for fiscal 2020. As discussed in the CSR Materiality section of this report, we have been conducting a new materiality assessment and our Fiscal 2021 CSR Report will include updated material CSR topics and a new mapping to GRI.

The 2020 Walgreens Boots Alliance Corporate Social Responsibility Report underwent the GRI Management Approach Disclosures Service. GRI Services reviewed that the GRI Content Index is clearly presented and the references for management approach disclosures align with appropriate sections in the body of the report.



GRI Disclosure		References and responses
<b>GRI 101: FOUNDATION 2016</b>		
Reporting Principles and Requirements		2020 CSR Report, Our Approach to CSR; page <a href="#">15-23</a>
<b>GENERAL DISCLOSURES</b>		
GRI 102: General Disclosures 2016		
<b>ORGANIZATIONAL PROFILE</b>		
102-1	Name of the organization	Walgreens Boots Alliance, Inc.
102-2	Activities, brands, products, and services	2020 <a href="#">Annual Report</a> ; pages 1-10
102-3	Location of headquarters	2020 CSR Report, At a Glance: WBA; page <a href="#">9</a>
102-4	Location of operations	2020 CSR Report, At a Glance: WBA; page <a href="#">9</a> 2020 <a href="#">Annual Report</a> ; pages 1, 5-13 <a href="#">Walgreens Boots Alliance Website</a>
102-5	Ownership and legal form	2020 <a href="#">Annual Report</a> ; page 1

GRI Disclosure		References and responses
<b>ORGANIZATIONAL PROFILE (cont.)</b>		
102-6	Markets served	2020 <a href="#">Annual Report</a> ; pages 5-11
102-7	Scale of the organization	2020 <a href="#">Annual Report</a> ; pages 1, 5-11
102-8	Information on employees and other workers	2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Employee data; page <a href="#">129</a> 2020 CSR Report, Healthy and Inclusive Workplace, Equal Opportunities; pages <a href="#">134-144</a> 2020 <a href="#">Annual Report</a> ; page 10 <a href="#">Walgreens Website</a> <a href="#">Boots UK website</a>
102-9	Supply chain	2020 CSR Report, At a Glance: WBA; page <a href="#">9</a> 2020 CSR Report, Our Response to COVID-19, Our expert, caring teams helped combat the virus; page <a href="#">43</a> 2020 CSR Report, Sustainable Marketplace; page <a href="#">102</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a> 2020 <a href="#">Annual Report</a> ; pages 5-37
102-10	Significant changes to the organization and its supply chain	2020 <a href="#">Annual Report</a> ; pages 5-37
102-11	Precautionary principle or approach	<b>Direct Response:</b> Walgreens Boots Alliance does not have a policy regarding the precautionary principle or approach. We are involved with a number of externally developed initiatives, as listed in the Stakeholder Engagement section of this Report.
102-12	External initiatives	2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a>
102-13	Membership of associations	2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a>
<b>STRATEGY</b>		
102-14	Statement from senior decision-maker	2020 CSR Report, Message from Our Leaders; pages <a href="#">4-5</a> 2020 CSR Report, Q&A with Our CSR Committee Chair; pages <a href="#">6-7</a>
102-15	Key impacts, risks, and opportunities	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 <a href="#">Annual Report</a> ; pages 11-37
<b>ETHICS AND INTEGRITY</b>		
102-16	Values, principles, standards, and norms of behavior	2020 CSR Report, Our Vision, Purpose and Values; page <a href="#">8</a>
102-17	Mechanisms for advice and concerns about ethics	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a> 2020 CSR Report, Our Approach to CSR, Code of Conduct and Business Ethics; page <a href="#">22</a> <a href="#">Walgreens Boots Alliance Code of Conduct and Business Ethics</a> ; pages 8-11, 36



GRI Disclosure		References and responses
<b>GOVERNANCE</b>		
102-18	Governance structure	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a> <a href="#">2021 Proxy Statement</a> ; pages 6-10, 13, 24-29
102-20	Executive-level responsibility for economic, environmental, and social topics	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a> <a href="#">2021 Proxy Statement</a> ; pages 4, 29-32, 40-42
102-21	Consulting stakeholders on economic, environmental, and social topics	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> <a href="#">Corporate Governance Guidelines</a> ; section 22
102-22	Composition of the highest governance body and its committees	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a> <a href="#">2021 Proxy Statement</a> ; pages 6, 18-23, 33-35
102-23	Chair of the highest governance body	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a> <a href="#">2021 Proxy Statement</a> ; pages 6, 14-17, 25-28
102-24	Nominating and selecting the highest governance body	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a> <a href="#">2021 Proxy Statement</a> ; pages 14-17
102-25	Conflicts of interest	<a href="#">2021 Proxy Statement</a> ; page 30 <a href="#">Corporate Governance Guidelines</a> ; section 16
102-26	Role of highest governance body in setting purpose, values, and strategy	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a> <a href="#">2021 Proxy Statement</a> ; pages 36-37, 41
102-27	Collective knowledge of highest governance body	<a href="#">Corporate Governance Guidelines</a> ; sections 12-13
102-28	Evaluating the highest governance body's performance	<a href="#">2021 Proxy Statement</a> ; pages 43, 61-62 <a href="#">Corporate Governance Guidelines</a> ; sections 17-19
102-29	Identifying and managing economic, environmental, and social impacts	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a>

GRI Disclosure		References and responses
<b>GOVERNANCE (cont.)</b>		
102-30	Effectiveness of risk management processes	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a> <a href="#">2021 Proxy Statement</a> ; pages 37, 43
102-31	Review of economic, environmental, and social topics	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a>
102-32	Highest governance body's role in sustainability reporting	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages <a href="#">20-21</a>
102-33	Communicating critical concerns	<a href="#">2021 Proxy Statement</a> ; pages 9, 43
102-36	Process for determining remuneration	<a href="#">2021 Proxy Statement</a> ; pages 10-11, 58-69
102-37	Stakeholders involvement in remuneration	<a href="#">2021 Proxy Statement</a> ; pages 9-12, 38-39, 44, 58-69
<b>STAKEHOLDER ENGAGEMENT</b>		
102-40	List of stakeholder groups	2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a>
102-41	Collective bargaining agreements	2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Freedom of association and collective bargaining agreements; page <a href="#">127</a>
102-42	Identifying and selecting stakeholders	2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a>
102-43	Approach to stakeholder engagement	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a>
102-44	Key topics and concerns raised	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a>
<b>REPORTING PRACTICE</b>		
102-45	Entities included in the consolidated financial statements	2020 <a href="#">Annual Report</a> ; pages 1-3
102-46	Defining report content and topic boundaries	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, About This Report; pages <a href="#">148-149</a>
102-47	List of material topics	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>
102-48	Restatements of information	2020 CSR Report, About This Report; pages <a href="#">148-149</a>
102-49	Changes in reporting	2020 CSR Report, About This Report; pages <a href="#">148-149</a>
102-50	Reporting period	2020 CSR Report, About This Report; pages <a href="#">148-149</a>
102-51	Date of most recent report	2020 CSR Report, About This Report; pages <a href="#">148-149</a>

GRI Disclosure		References and responses
<b>REPORTING PRACTICE (cont.)</b>		
102-52	Reporting cycle	2020 CSR Report, About This Report; pages <a href="#">148-149</a>
102-53	Contact point for questions regarding the report	2020 CSR Report, About This Report; pages <a href="#">148-149</a>
102-54	Claims of reporting in accordance with the GRI Standards	2020 CSR Report, Our Approach to CSR, Reporting standards and assurance; pages <a href="#">18-19</a> 2020 CSR Report, GRI Content Index; page <a href="#">150</a>
102-55	GRI content index	2020 CSR Report, GRI Content Index; pages <a href="#">150-175</a>
102-56	External assurance	2020 CSR Report, About This Report, Data management process; page <a href="#">149</a> 2020 CSR Report, Assurance Report; pages <a href="#">180-182</a>
<b>MATERIAL TOPICS</b>		
<b>GRI 200 ECONOMIC STANDARDS SERIES</b>		
<b>ECONOMIC PERFORMANCE</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, At a Glance: WBA; page <a href="#">9</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>
103-2	The management approach and its components	2020 CSR Report, At a Glance: WBA; page <a href="#">9</a> 2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>
103-3	Evaluation of the management approach	2020 CSR Report, At a Glance: WBA; page <a href="#">9</a> 2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>
<b>GRI 201: ECONOMIC PERFORMANCE 2016</b>		
201-1	Direct economic value generated and distributed	2020 CSR Report, At a Glance: WBA; page <a href="#">9</a> 2020 CSR Report, Healthy Communities, Giving Back: Corporate Donations and Supporting Causes; pages <a href="#">80-83</a> 2020 <a href="#">Annual Report</a> ; pages 1, 42-44, 118-122, 124-127
<b>MARKET PRESENCE</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, At a Glance: WBA; page <a href="#">9</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Employee engagement and retention; page <a href="#">128</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Employee engagement and retention; page <a href="#">128</a>

GRI Disclosure		References and responses
<b>MARKET PRESENCE (cont.)</b>		
<b>GRI 202: MARKET PRESENCE 2016</b>		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	<b>Direct Response:</b> Ratio of our standard entry-level hourly wage to local minimum wage varies depending on minimum wage standards by location. For our U.S. Walgreens business operating in all 50 states, we have set our minimum starting wage to \$10 an hour – nearly \$3 above the federal minimum wage. In states with minimum wage standards above \$10, we comply with state minimums. The company consistently reviews wages guidelines to make updates where needed. In addition, we strive to work with suppliers who maintain WBA's commitment to fair wages and hours for all workers. Standard entry level wage does not vary by gender.
<b>INDIRECT ECONOMIC IMPACTS</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, At a Glance: WBA; page <a href="#">9</a> 2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2019 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Communities, Opioid Abuse Prevention; page <a href="#">70</a> 2020 CSR Report, Healthy Communities, Partnerships for Good; page <a href="#">71</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Communities, Partnerships for Good; page <a href="#">71</a>
<b>GRI 203: INDIRECT ECONOMIC IMPACTS 2016</b>		
203-1	Infrastructure investments and services supported	2020 CSR Report, Healthy Communities, Opioid Abuse Prevention; page <a href="#">70</a> 2020 CSR Report, Healthy Communities, Supporting People Living with Cancer; pages <a href="#">72-75</a> 2020 CSR Report, Healthy Communities, Empowering Young People; pages <a href="#">76-78</a> 2020 CSR Report, Healthy Communities, Giving Back: Corporate Donations and Supporting Causes; pages <a href="#">80-83</a>
<b>ANTI-CORRUPTION</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a> <a href="#">Walgreens Boots Alliance Code of Conduct and Business Ethics</a> ; pages 31-33
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a> <a href="#">Walgreens Boots Alliance Code of Conduct and Business Ethics</a> ; pages 31-33



GRI Disclosure		References and responses
<b>ANTI-CORRUPTION (cont.)</b>		
<b>GRI 205: ANTI-CORRUPTION 2016</b>		
205-2	Communication and training about anti-corruption policies and procedures	<p><b>Direct Response:</b> The <a href="#">Code of Conduct and Business Ethics</a> extends to all WBA officers and employees no matter where they are located in the world. A WBA employee is any employee of Walgreens Boots Alliance, Inc. or any of its subsidiary companies. The Code also extends to any officers and employees of a business or company in which Walgreens Boots Alliance, Inc. or any of its subsidiaries has a controlling interest. It also extends to other parties acting on behalf of Walgreens Boots Alliance, Inc. or any of its subsidiaries, such as consultants, agents, intermediaries or other representatives of WBA, including our board of directors.</p> <p>WBA strives to maintain high ethical standards and requires its employees and others doing business with WBA, including its consultants, agents, intermediaries, and representatives, to comply with all applicable anti-bribery and corruption laws and other regulations that prohibit bribery, solicitation of bribery and the payment of kickbacks.</p> <p>Each WBA business and corporate function is accountable for implementation of the company's policy on this issue, including ensuring ongoing, tailored communication for relevant employees. Each business and corporate function must also ensure that appropriate training is available to employees and associated persons whose roles involve risk related to this area. Our board of directors expects directors to act ethically at all times and to adhere to the Code and other applicable policies.</p> <p>We expect our suppliers to adopt responsible processes and practices and the quality of goods or services provided to us to meet the standards set out in the Code and applicable policies.</p> <p>It is WBA's intention to source from suppliers who can satisfy our standards with regard to anti-corruption or who have given a commitment to achieve these standards within an agreed time frame. Sourcing responsibly is our approach to achieving these standards with suppliers, the principles of which are set out below.</p> <p>Procurement decisions are made on the basis of ethical standards, quality, service, price, delivery, best value and other similar factors. We will observe high ethical standards in all our dealings with suppliers. Any corrupt, improper or unethical behavior in dealings with suppliers is prohibited.</p>
<b>ANTI-COMPETITIVE BEHAVIOR</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> <a href="#">Walgreens Boots Alliance Code of Conduct and Business Ethics</a> ; page 15
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> <a href="#">Walgreens Boots Alliance Code of Conduct and Business Ethics</a> ; page 15

GRI Disclosure		References and responses
<b>ANTI-COMPETITIVE BEHAVIOR (cont.)</b>		
<b>GRI 206: ANTI-COMPETITIVE BEHAVIOR 2016</b>		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	<b>Direct Response:</b> We disclose all material litigation, including matters related to competition law, as required in our annual and quarterly reports filed with the SEC. We make these reports publicly available under “SEC Filings” at <a href="http://investor.walgreensbootsalliance.com">investor.walgreensbootsalliance.com</a> .
<b>GRI 300 ENVIRONMENTAL STANDARDS SERIES</b>		
<b>MATERIALS</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Healthy Planet, Waste and Plastics; pages <a href="#">94-99</a> 2020 CSR Report, Healthy Planet, Waste and Plastics, Collaboration on plastics; page <a href="#">98</a> 2020 CSR Report, Sustainable Marketplace; page <a href="#">102</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Packaging, Labeling and Transparency, Plastic packaging in our owned brands; page <a href="#">114</a>
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Healthy Planet, Waste and Plastics; pages <a href="#">94-99</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Packaging, Labeling and Transparency, Wood, pulp and paper; page <a href="#">113</a>
<b>GRI 301: MATERIALS 2016</b>		
301-2	Recycled input materials used	2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Packaging, Labeling and Transparency, Plastic packaging in our owned brands; page <a href="#">114</a> <b>Omission</b> <b>Part of Disclosure Omitted:</b> Percentage of recycled input materials used to manufacture the organization’s primary products and services <b>Reason for Omission:</b> Information unavailable <b>Explanation:</b> WBA continues to work on increasing the percentage of recycled materials used to manufacture owned brand products but we do not have complete information on content in packaging for all of our product lines. Boots UK’s commitment to the UK Plastics Pact includes Boots owned brand products and our Global Brands products. Boots reports recycled content in plastic packaging for these products on a yearly basis to the Plastics Pact, and is

GRI Disclosure		References and responses
<b>MATERIALS (cont.)</b>		
		making progress against the pact's 2025 goals. Our UK-based owned brands are also phasing in Post Consumer Recyclate guidelines for packaging and have a program to increase the use of recycled content in primary plastic packaging. Walgreens owned brands are scheduled to conduct a survey of suppliers in fiscal 2021, compiling information on a number of sustainability aspects related to packaging, including collecting information on recycled input materials.
<b>ENERGY</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Planet, Energy and Emissions; pages <a href="#">85-92</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Healthy Planet, Energy and Emissions; pages <a href="#">85-92</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Managing energy use; page <a href="#">90</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Ultra-low refrigerants progress; page <a href="#">92</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Fleet efficiency and electric vehicle charging points; page <a href="#">92</a> 2020 CSR Report, Healthy Planet, Waste and Plastics; pages <a href="#">94-99</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Healthy Planet, Energy and Emissions; pages <a href="#">85-92</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Managing energy use; page <a href="#">90</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Fleet efficiency and electric vehicle charging points; page <a href="#">92</a>
<b>GRI 302: ENERGY 2016</b>		
302-1	Energy consumption within the organization	2020 CSR Report, Healthy Planet, Energy and Emissions, Renewable energy; page <a href="#">91</a>
302-2	Energy consumption outside of the organization	2020 CSR Report, Healthy Planet, Energy and Emissions, Fleet efficiency and electric vehicle charging points; page <a href="#">92</a>
302-4	Reduction of energy consumption	2020 CSR Report, Healthy Planet, Energy and Emissions, Managing energy use; page <a href="#">90</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Commitments; page <a href="#">91</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Fleet efficiency and electric vehicle charging points; page <a href="#">92</a>
<b>EMISSIONS</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Planet, Energy and Emissions; pages <a href="#">85-92</a>

GRI Disclosure		References and responses
<b>EMISSIONS (cont.)</b>		
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Healthy Planet, Energy and Emissions; pages <a href="#">85-92</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Managing energy use; page <a href="#">90</a> 2020 CSR Report, Healthy Plant, Energy and Emissions, Ultra-low refrigerants progress; page <a href="#">92</a> 2020 CSR Report, Healthy Plant, Energy and Emissions, Fleet efficiency and electric vehicle charging points; page <a href="#">92</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Healthy Planet, Energy and Emissions; pages <a href="#">85-92</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Managing energy use; page <a href="#">90</a> 2020 CSR Report, Healthy Plant, Energy and Emissions, Fleet efficiency and electric vehicle charging points; page <a href="#">92</a>
<b>GRI 305: EMISSIONS 2016</b>		
305-1	Direct (Scope 1) GHG emissions	2020 CSR Report, Healthy Planet, Energy and Emissions; pages <a href="#">85-92</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Emissions data; pages <a href="#">88-89</a>
305-2	Energy indirect (Scope 2) GHG emissions	2020 CSR Report, Healthy Planet, Energy and Emissions; pages <a href="#">85-92</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Emissions data; pages <a href="#">88-89</a>
305-3	Other indirect (Scope 3) GHG emissions	2020 CSR Report, Healthy Planet, Energy and Emissions; pages <a href="#">85-92</a> 2020 CSR Report, Healthy Planet, Energy and Emissions, Emissions data; pages <a href="#">88-89</a>
<b>EFFLUENTS AND WASTE</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Planet, Waste and Plastics; pages <a href="#">94-99</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Packaging, Labeling and Transparency; pages <a href="#">114-116</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Healthy Planet, Waste and Plastics; pages <a href="#">94-99</a> 2020 CSR Report, Sustainable Marketplace; page <a href="#">102</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Packaging, Labeling and Transparency; pages <a href="#">114-116</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Case Study: Removing Plastic from Boots UK Gift Product Lines; page <a href="#">117</a>



GRI Disclosure		References and responses
<b>EFFLUENTS AND WASTE (cont.)</b>		
		2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Brands with Purpose; pages <a href="#">118-121</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Planet, Waste and Plastics; pages <a href="#">94-99</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands; pages <a href="#">103-105</a>
<b>GRI 306: EFFLUENTS AND WASTE 2016</b>		
306-2	Waste by type and disposal method	2020 CSR Report, Healthy Planet, Waste and Plastics, Waste data; page <a href="#">95</a> 2020 CSR Report, Healthy Planet, Waste and Plastics, Zero waste to landfill; page <a href="#">96</a> 2020 CSR Report, Healthy Planet, Waste and Plastics, Reducing waste; page <a href="#">97</a> 2020 CSR Report, Healthy Planet, Waste and Plastics, Collaboration on plastics; page <a href="#">98</a> 2020 CSR Report, Healthy Planet, Waste and Plastics, Boots UK progress on plastics; page <a href="#">99</a> 2020 CSR Report, Healthy Planet, Waste and Plastics, Collaboration on plastics, Walgreens and Loop; page <a href="#">98</a> 2020 CSR Report, Healthy Planet, Waste and Plastics, Collaboration on Plastics, Reducing plastic waste in other businesses; page <a href="#">98</a> 2020 CSR Report, Sustainable Marketplace; page <a href="#">102</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Packaging, Labeling and Transparency, Plastic packaging in our owned brands; page <a href="#">114</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Packaging, Labeling and Transparency, Labeling; page <a href="#">116</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Case Study: Removing Plastic from Boots UK Gift Product Lines; page <a href="#">117</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Brands with Purpose, BBC Earth sustainable gift line; page <a href="#">119</a>
<b>SUPPLIER ENVIRONMENTAL ASSESSMENT</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Planet, Waste and Plastics; pages <a href="#">94-99</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Supplier diversity; page <a href="#">109</a>

GRI Disclosure		References and responses
SUPPLIER ENVIRONMENTAL ASSESSMENT (cont.)		
103-2	The management approach and its components	<p>2020 CSR Report, At a Glance: WBA; page <a href="#">9</a></p> <p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a></p> <p>2020 CSR Report, Healthy Planet, Waste and Plastics; pages <a href="#">94-99</a></p> <p>2020 CSR Report, Healthy Planet, Waste and Plastics, Zero waste to landfill; page <a href="#">96</a></p> <p>2020 CSR Report, Healthy Planet, Waste and Plastics, Reducing waste; page <a href="#">97</a></p> <p>2020 CSR Report, Healthy Planet, Waste and Plastics, Boots UK progress on plastics; page <a href="#">99</a></p> <p>2020 CSR Report, Sustainable Marketplace; page <a href="#">102</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Our approach; page <a href="#">103</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Engaging suppliers on environmental and social issues; page <a href="#">109</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Supplier diversity; page <a href="#">109</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Packaging, Labeling and Transparency; pages <a href="#">114-116</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Case Study: Removing Plastics from Boots UK Gift Product Lines; page <a href="#">117</a></p>
103-3	Evaluation of the management approach	<p>2020 CSR Report, At a Glance: WBA; page <a href="#">9</a></p> <p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Healthy Planet, Waste and Plastics; pages <a href="#">94-99</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Engaging suppliers on environmental and social issues; page <a href="#">109</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a></p>
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT 2016		
308-1	New suppliers that were screened using environmental criteria	<p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing; pages <a href="#">106-109</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Ethical Sourcing; pages <a href="#">106-108</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Engaging suppliers on environmental and social issues; page <a href="#">109</a></p>

GRI Disclosure		References and responses
<b>SUPPLIER ENVIRONMENTAL ASSESSMENT (cont.)</b>		
		<p><b>Direct Response:</b> In fiscal 2020, we conducted more than 900 ethical compliance assessments on new and existing suppliers for our Walgreens, Boots UK and Global Brands owned brands.</p> <p>All of the suppliers were screened against the following environmental criteria:</p> <ul style="list-style-type: none"> <li>• Environmental procedures and policies.</li> <li>• Relevant permits and testing in place for emissions and discharges to air and water, including waste disposal</li> <li>• Recycling of waste materials</li> <li>• Using only registered approved waste disposal and recycling contractors</li> <li>• Procedures, training and equipment in place for managing and controlling chemical spillage and/or environmental emergencies</li> </ul> <p>WBA is partnering with The Sustainability Consortium in developing a Global Supplier Sustainability Program that aims to provide greater transparency around the social and environmental performance in our owned brand supply chain. Our aim is to enhance our sustainability agenda and drive improvements across the entire supply chain by partnering with a vendor that is well-recognized within the industry and used by other brands to engage their suppliers.</p> <p>Regarding our wider supply chain, it is WBA's intention to source from suppliers who can satisfy our standards with regard to labor and welfare conditions, health and safety, anti-corruption and environmental management or who have given a commitment to achieve these standards within an agreed time frame. With tens of thousands of suppliers across the globe, we use a risk-based approach to monitor our most significant suppliers on issues such as environmental compliance.</p>
<b>GRI 400 SOCIAL STANDARDS SERIES</b>		
<b>EMPLOYMENT</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	<p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Employee health and benefits; pages <a href="#">123-124</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee training and development, and human capital management; page <a href="#">127</a></p>
103-2	The management approach and its components	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a></p> <p>2020 CSR Report, Our Response to COVID-19, Health, safety and well-being of our people, patients and customers; page <a href="#">40</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace; page <a href="#">122</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Employee health and benefits; pages <a href="#">123-124</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Mental health support for employees; page <a href="#">126</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Employee training and development, and human capital management; page <a href="#">127</a></p>

GRI Disclosure		References and responses
<b>EMPLOYMENT (cont.)</b>		
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Employee health and benefits; pages <a href="#">123-124</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Employee engagement and retention; page <a href="#">128</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Mental health support for employees; page <a href="#">126</a>
<b>GRI 401: EMPLOYMENT 2016</b>		
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	2020 CSR Report, Our Response to COVID-19, Health, safety and well-being of our people, patients and customers; page <a href="#">40</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Employee health and benefits; pages <a href="#">123-124</a>
<b>OCCUPATIONAL HEALTH AND SAFETY</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety; page <a href="#">130</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, COVID safety response; page <a href="#">131</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety campaigns; page <a href="#">132</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Our Response to COVID-19; pages <a href="#">38-45</a> 2020 CSR Report, Healthy and Inclusive Workplace; page <a href="#">122</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety; page <a href="#">130</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, COVID safety response; page <a href="#">131</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety campaigns; page <a href="#">132</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety; page <a href="#">130</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, COVID safety response; page <a href="#">131</a> 2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety campaigns; page <a href="#">132</a>



GRI Disclosure		References and responses
OCCUPATIONAL HEALTH AND SAFETY (cont.)		
GRI 403: OCCUPATIONAL HEALTH AND SAFETY 2018		
403-1	Occupational health and safety management system	<p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety; page <a href="#">130</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, COVID safety response; page <a href="#">131</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety campaigns; page <a href="#">132</a></p>
403-2	Hazard identification, risk assessment, and incident investigation	<p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety; page <a href="#">130</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, COVID safety response; page <a href="#">131</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety campaigns; page <a href="#">132</a></p> <p><b>Direct Response:</b> Each WBA division, business and corporate function must designate a director from its management or operating committee, to hold specific responsibility for management of all health, safety and environmental matters in its operations. The director must ensure that ongoing comprehensive risk assessments are carried out on all work-related activities that carry health, safety and environmental risks, and that all mitigating controls required by these assessments are implemented promptly as appropriate.</p> <p>Each division, business and corporate function must have written, fit-for-purpose health, safety and environmental standards – informed by local legislative requirements - that cover the areas of risk relevant to its operations as well as a compliance program that includes regular health, safety and environmental audits.</p> <p>Every business must have in place processes for investigating accidents and near misses to ensure that the root causes of health, safety and environmental incidents are fully identified and addressed. In addition to internal investigative processes, the Occupational Safety and Health Administration (OSHA) in the U.S. assess risks, recommends improvements and enforces industry standards. In the UK, primary authorities are consulted on health and safety and environmental matters, for which they may provide assured advice.</p> <p>As outlined in employee handbooks, policies and contracts of employment, all employees, agency staff, consultants and onsite contractors must engage fully in the management of health, safety and environmental matters of divisions, businesses and corporate functions. Any concerns about misconduct or hazardous conditions that may threaten workplace safety should always be reported. WBA does not tolerate retaliation against anyone who raises a legal or ethical concern, reports misconduct in good faith or participates in an investigation.</p>
403-3	Occupational health services	<p>2020 CSR Report, Our Response to COVID-19, Health, safety and well-being of our people, patients and customers; page <a href="#">40</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety; page <a href="#">130</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, COVID safety response; page <a href="#">131</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety campaigns; page <a href="#">132</a></p>

GRI Disclosure		References and responses
OCCUPATIONAL HEALTH AND SAFETY (cont.)		
403-4	Worker participation, consultation, and communication on occupational health and safety	<p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety; page <a href="#">130</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, COVID safety response; page <a href="#">131</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety campaigns; page <a href="#">132</a></p>
403-5	Worker training on occupational health and safety	<p>2020 CSR Report, Our Response to COVID-19, Health, safety and well-being of our people, patients and customers; page <a href="#">40</a></p> <p>2020 CSR Report, Our Response to COVID-19, A critical role in helping to end the pandemic; pages <a href="#">40-41</a></p> <p>2020 CSR Report, Our Response to COVID-19, Expanded services, innovating to help; page <a href="#">42</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety; page <a href="#">130</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, COVID safety response; page <a href="#">131</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Employee Health, Well-being and Safety, Safety campaigns; page <a href="#">132</a></p>
403-6	Promotion of worker health	<p>2020 CSR Report, Our Response to COVID-19, Health, safety and well-being of our people, patients and customers; page <a href="#">40</a></p> <p>2020 CSR Report, Employee Health, Well-being and Safety, Employee health and benefits; pages <a href="#">123-124</a></p> <p>2020 CSR Report, Employee Health, Well-being and Safety, Supporting employees in crisis; page <a href="#">125</a></p> <p>2020 CSR Report, Employee Health, Well-being and Safety, Mental health support for employees; page <a href="#">126</a></p> <p>2020 CSR Report, Employee Health, Well-being and Safety, Safety; page <a href="#">130</a></p> <p>2020 CSR Report, Employee Health, Well-being and Safety, COVID safety response; page <a href="#">131</a></p> <p>2020 CSR Report, Employee Health, Well-being and Safety, Safety campaigns; page <a href="#">132</a></p>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<p>2020 CSR Report, Employee Health, Well-being and Safety, Safety; page <a href="#">130</a></p> <p>2020 CSR Report, Employee Health, Well-being and Safety, COVID safety response; page <a href="#">131</a></p> <p>2020 CSR Report, Employee Health, Well-being and Safety, Safety campaigns; page <a href="#">132</a></p>
403-8	Workers covered by an occupational health and safety management system	<p>2020 CSR Report, Employee Health, Well-being and Safety, Safety; page <a href="#">130</a></p> <p>2020 CSR Report, Employee Health, Well-being and Safety, COVID safety response; page <a href="#">131</a></p> <p>2020 CSR Report, Employee Health, Well-being and Safety, Safety campaigns; page <a href="#">132</a></p> <p><b>Direct Response:</b> WBA has implemented key elements of a health, safety and environmental system in all markets covering all employees. Safety management</p>

GRI Disclosure		References and responses
<b>OCCUPATIONAL HEALTH AND SAFETY (cont.)</b>		
		<p>systems, internal and external auditing processes are in place in several larger markets covering all employees.</p> <p><b>Omission</b></p> <p><b>Part of Disclosure Omitted:</b> Workers who are not employees, and an annual internal or external audit process of the management system.</p> <p><b>Reason for Omission:</b> Information unavailable</p> <p><b>Explanation for Omission:</b> Safety arrangements are commonly in place but are not always structured as recognized safety management systems, and in at least one market they do not always cover non-employee workers. An annual internal and external audit process of the management system is not applied across all markets. Systems and approaches are evolving in some markets. Legal agreements limit and exclude certain responsibilities for record keeping or annual training in some markets.</p>
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Equal Opportunities; pages <a href="#">134-144</a></p> <p><a href="#">CSR Policy Statements, Diversity, Equity and Inclusion Policy Statement</a></p>
103-2	The management approach and its components	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, Our Response to the Racial Equity Movement; pages <a href="#">46-49</a></p> <p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace; page <a href="#">122</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Equal Opportunities; pages <a href="#">134-144</a></p> <p><a href="#">CSR Policy Statements, Diversity, Equity and Inclusion Policy Statement</a></p> <p><a href="#">2021 Proxy Statement</a>; pages 6-7, 9, 17</p>
103-3	Evaluation of the management approach	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Equal Opportunities; pages <a href="#">134-144</a></p> <p><a href="#">CSR Policy Statements, Diversity, Equity and Inclusion Policy Statement</a></p> <p><a href="#">2021 Proxy Statement</a>; pages 6-7, 9, 17</p>
<b>GRI 405: DIVERSITY AND EQUAL OPPORTUNITY 2016</b>		
405-1	Diversity of governance bodies and employees	<p>2020 CSR Report, Healthy and Inclusive Workplace, Equal Opportunities; pages <a href="#">134-144</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Equal Opportunities, Diversity data; pages <a href="#">136-137</a></p> <p><a href="#">2021 Proxy Statement</a>; pages 6-7, 9, 17</p>

GRI Disclosure		References and responses
LOCAL COMMUNITIES		
GRI 103: MANAGEMENT APPROACH 2016		
103-1	Explanation of the material topic and its Boundary	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Our Response to COVID-19; pages <a href="#">38-45</a></p> <p>2020 CSR Report, Our Response to the Racial Equity Movement; pages <a href="#">46-49</a></p> <p>2020 CSR Report, Healthy Communities, Partnerships for Good, Supporting People Living with Cancer; pages <a href="#">72-75</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Supplier diversity; page <a href="#">109</a></p>
103-2	The management approach and its components	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a></p> <p>2020 CSR Report, Our Response to COVID-19, Supporting our communities; page <a href="#">44</a></p> <p>2020 CSR Report, Our Response to the Racial Equity Movement; pages <a href="#">46-49</a></p> <p>2020 CSR Report, Healthy Communities, Partnerships for Good, Supporting People Living with Cancer; pages <a href="#">72-75</a></p> <p>2020 CSR Report, Healthy Communities, Partnerships for Good, Empowering Young People; pages <a href="#">76-78</a></p> <p>2020 CSR Report, Sustainable Marketplace; page <a href="#">102</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Engaging suppliers on environmental and social issues; page <a href="#">109</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Supplier diversity; page <a href="#">109</a></p>
103-3	Evaluation of the management approach	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Healthy Communities, Partnerships for Good, Supporting People Living with Cancer; pages <a href="#">72-75</a></p> <p>2020 CSR Report, Healthy Communities, Partnerships for Good, Empowering Young People; pages <a href="#">76-78</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a></p> <p><b>Direct Response:</b> For all our major programs we conduct regular analyses to review our methods, activities, impact and return on resource investment.</p>



GRI Disclosure		References and responses
LOCAL COMMUNITIES (cont.)		
		Based on these reviews, we decide to continue, modify or discontinue programs. Community engagement is reviewed in aggregate by operating divisions quarterly, to determine alignment with our CSR strategy.
GRI 413: LOCAL COMMUNITIES 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	<p>2020 CSR Report, Our Response to COVID-19, A critical role in helping to end the pandemic; pages <a href="#">40-41</a></p> <p>2020 CSR Report, Our Response to COVID-19, Expanded services, innovating to help; page <a href="#">42</a></p> <p>2020 CSR Report, Our Response to COVID-19, Supporting our communities; page <a href="#">44</a></p> <p>2020 CSR Report, Our Response to the Racial Equity Movement, Addressing health inequities; page <a href="#">49</a></p> <p>2020 CSR Report, Healthy Communities, Partnerships for Good, Supporting People Living with Cancer; pages <a href="#">72-75</a></p> <p>2020 CSR Report, Healthy Communities, Partnerships for Good, Empowering Young People; pages <a href="#">76-78</a></p> <p>2020 CSR Report, Healthy Communities, Giving Back: Corporate Donations and Supporting Causes; pages <a href="#">80-83</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Engaging suppliers on environmental and social issues; page <a href="#">109</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Supplier diversity; page <a href="#">109</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Ingredients, Materials and Traceability, Our work with the Global Shea Alliance; page <a href="#">113</a></p> <p><b>Direct Response:</b> Substantially all of our operations have implemented local community engagement. The WBA CSR framework gives our businesses across the world the flexibility to engage with local communities based on the relevant social, environmental and economic context. Our businesses engage with local and national organizations that share our purpose, values and ethics in order to understand where they can have the biggest impact. Engagement channels differ from business to business. Impact assessments are generally conducted for key national CSR programs and are delivered jointly with the partnering organization. The Healthy Communities section of this report contains a number of examples of the impact of such programs. Many programs have impacts felt on national or global levels, but are enacted most thoughtfully in the communities we serve. In the U.S., Walgreens engagement with local community development programs is decentralized and based on local needs. Employees are involved with local organizations and participate in health-related events and support local causes of greatest priority. Walgreens representatives frequently participate in forums and consortiums to contribute to community consultations and research, which often focus on health disparities and social inequities of vulnerable groups. In the UK, Boots works with long-term national partners to support local communities.</p>

GRI Disclosure		References and responses
<b>SUPPLIER SOCIAL ASSESSMENT</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Supplier diversity; page <a href="#">109</a> <a href="#">2020 Modern Slavery and Human Trafficking Statement</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Sustainable Marketplace; page <a href="#">102</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing; pages <a href="#">106-109</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Engaging suppliers on environmental and social issues; page <a href="#">109</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Supplier diversity; page <a href="#">109</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Palm oil; page <a href="#">112</a> <a href="#">2020 Modern Slavery and Human Trafficking Statement</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a> <a href="#">2020 Modern Slavery and Human Trafficking Statement</a>
<b>GRI 414: SUPPLIER SOCIAL ASSESSMENT 2016</b>		
414-2	Negative social impacts in the supply chain and actions taken	2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Sourcing, Engaging suppliers on environmental and social issues; page <a href="#">109</a> <a href="#">2020 Modern Slavery and Human Trafficking Statement</a>
<b>PUBLIC POLICY</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>

GRI Disclosure		References and responses
<b>PUBLIC POLICY (cont.)</b>		
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>
<b>GRI 415: PUBLIC POLICY 2016</b>		
415-1	Political contributions	<a href="#">2021 Proxy Statement</a> ; pages 35, 42 <a href="#">Policy Engagement and Political Activities page of Investor Relations section</a> on <a href="http://www.walgreensbootsalliance.com">www.walgreensbootsalliance.com</a> .
<b>CUSTOMER HEALTH AND SAFETY</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, Our Approach to CSR, pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Ingredients, Materials and Traceability, Product safety; page <a href="#">111</a> <b>Direct Response:</b> The dispensing and wholesaling of pharmaceutical products is a significant area of our business where we have the most influence and impact as it relates to customer health and safety. Customer and patient safety is addressed in the Our Approach to CSR section, while safety in our owned brand products is addressed in the Sustainable Marketplace section.
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR, pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Sustainable Marketplace; page <a href="#">102</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Ingredients, Materials and Traceability, Product safety; page <a href="#">111</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Ingredients, Materials and Traceability, Chemical use and management; page <a href="#">111</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR, pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a>
<b>GRI 416: CUSTOMER HEALTH AND SAFETY 2016</b>		
416-1	Assessment of the health and safety impacts of product and service categories	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Our Approach to CSR, Customer and patient safety; page <a href="#">23</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Ingredients, Materials and Traceability, Product safety; page <a href="#">111</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Ingredients, Materials and Traceability, Chemical use and management; page <a href="#">111</a>

GRI Disclosure		References and responses
MARKETING AND LABELING		
GRI 103: MANAGEMENT APPROACH 2016		
103-1	Explanation of the material topic and its Boundary	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, Sustainable Marketplace; page <a href="#">102</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Ingredients, Materials and Traceability, Product safety; page <a href="#">111</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Packaging, Labeling and Transparency, Labeling; page <a href="#">116</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Brands with Purpose; page <a href="#">118-121</a></p>
103-2	The management approach and its components	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, Stakeholder Engagement; page <a href="#">28-36</a></p> <p>2020 CSR Report, Sustainable Marketplace; page <a href="#">102</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Ingredients, Materials and Traceability, Product safety; page <a href="#">111</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Packaging, Labeling and Transparency, Plastic packaging in our owned brands; page <a href="#">114</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Packaging, Labeling and Transparency, Labeling; page <a href="#">116</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Case Study: Removing Plastic from Boots UK Gift Product Lines; page <a href="#">117</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Brands with Purpose, BBC Earth sustainable gift line; page <a href="#">119</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Brands with Purpose, Cruelty Free International Leaping Bunny certification; page <a href="#">120</a></p>
103-3	Evaluation of the management approach	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands; pages <a href="#">103-105</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Packaging, Labeling and Transparency, Labeling; page <a href="#">116</a></p>
GRI 417: MARKETING AND LABELING 2016		
417-1	Requirements for product and service information and labeling	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, Our Approach to CSR, Customer and patient safety; page <a href="#">23</a></p> <p>2020 CSR Report, Sustainable Marketplace; page <a href="#">102</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Ingredients, Materials and Traceability, Product safety; page <a href="#">111</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Packaging, Labeling and Transparency, Plastic packaging in our owned brands; page <a href="#">114</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Packaging, Labeling and Transparency, Labeling; page <a href="#">116</a></p>



GRI Disclosure		References and responses
<b>MARKETING AND LABELING (cont.)</b>		
		<p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Case Study: Removing Plastic from Boots UK Gift Product Lines; page <a href="#">117</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Brands with Purpose, BBC Earth sustainable gift line; page <a href="#">119</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Brands with Purpose, Cruelty Free International Leaping Bunny certification; page <a href="#">120</a></p>
<b>CUSTOMER PRIVACY</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Data Privacy and Information Security, Patient and customer privacy; page <a href="#">146</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Data Privacy and Information Security, Information security; page <a href="#">147</a></p>
103-2	The management approach and its components	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace; page <a href="#">122</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Data Privacy and Information Security, Patient and customer privacy; page <a href="#">146</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Data Privacy and Information Security, Information security; page <a href="#">147</a></p>
103-3	Evaluation of the management approach	<p>2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a></p> <p>2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a></p> <p>2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Sourcing, Ethical sourcing; pages <a href="#">106-108</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Data Privacy and Information Security, Patient and customer privacy; page <a href="#">146</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Data Privacy and Information Security, Information security; page <a href="#">147</a></p>
<b>GRI 418: CUSTOMER PRIVACY 2016</b>		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<p>2020 CSR Report, Healthy and Inclusive Workplace, Data Privacy and Information Security, Patient and customer privacy; page <a href="#">146</a></p> <p>2020 CSR Report, Healthy and Inclusive Workplace, Data Privacy and Information Security, Information security; page <a href="#">147</a></p>

GRI Disclosure		References and responses
<b>CUSTOMER PRIVACY (cont.)</b>		
		<p><b>Direct Response:</b> For the portion of our pharmacy business that operates in the U.S., we publicly report breaches to the <a href="#">United States Department of Health and Human Services Office for Civil Rights (OCR)</a>. <a href="#">Click here for a link to the OCR breach reporting portal</a>. For the portion of our pharmacy business that operates outside the U.S., including in the European Economic Area, we report data breaches to the relevant data protection authorities in compliance with law.</p> <p><b>Omission</b></p> <p><b>Part of Disclosure Omitted:</b> Data disclosure incidents not related to pharmacy</p> <p><b>Reason for Omission:</b> Information unavailable</p> <p><b>Explanation for Omission:</b> Due to a lack of common definitions for reporting customer data disclosure incidents across industries and multiple jurisdictions, there is a concern that reporting customer data disclosure incidents could be confusing or misleading, especially as it applies to our businesses that operate on a business-to-business service model and in retail.</p>
<b>ACCESS TO AFFORDABLE AND QUALITY HEALTHCARE</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Communities, Access to Affordable and Quality Healthcare; pages <a href="#">51-60</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 Our Response to the Racial Equity Movement; pages <a href="#">46-49</a> 2020 CSR Report, Healthy Communities, Access to Affordable and Quality Healthcare; pages <a href="#">51-60</a> 2020 CSR Report, Healthy Communities, Partnerships for Good; page <a href="#">71</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Healthy Communities, Access to Affordable and Quality Healthcare; pages <a href="#">51-60</a>
<b>CONSUMER HEALTH EDUCATION AND MARKETING</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Communities, Health Education and Awareness; pages <a href="#">61-69</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Healthy Communities, Health Education and Awareness; pages <a href="#">61-69</a> 2020 CSR Report, Healthy Communities, Opioid Abuse Prevention; page <a href="#">70</a> 2020 CSR Report, Healthy Communities, Partnerships for Good, Supporting People Living with Cancer; pages <a href="#">72-75</a> 2020 CSR Report, Healthy Communities, Partnerships for Good, Empowering Young People; pages <a href="#">76-78</a>

GRI Disclosure		References and responses
<b>CONSUMER HEALTH EDUCATION AND MARKETING (cont.)</b>		
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Healthy Communities, Health Education and Awareness; pages <a href="#">61-69</a> 2020 CSR Report, Healthy Communities, Partnerships for Good, Empowering Young People; pages <a href="#">76-78</a>
<b>PRESCRIPTION DRUG ABUSE</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Communities, Opioid Abuse Prevention; page <a href="#">70</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Healthy Communities, Health Education and Awareness; pages <a href="#">61-69</a> 2020 CSR Report, Healthy Communities, Opioid Abuse Prevention; page <a href="#">70</a> <a href="#">Walgreens Boots Alliance website, How We're Battling the Opioid Epidemic in the United States</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Healthy Communities, Opioid Abuse Prevention; page <a href="#">70</a> <a href="#">Walgreens Boots Alliance website, How We're Battling the Opioid Epidemic in the United States</a>
<b>CANCER CURE AND PREVENTION</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Communities, Partnerships for Good, Supporting People Living with Cancer; pages <a href="#">72-75</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Healthy Communities, Partnerships for Good, Supporting People Living with Cancer; pages <a href="#">72-75</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, Healthy Communities, Partnerships for Good, Supporting People Living with Cancer; pages <a href="#">72-75</a>
<b>CHEMICAL USE AND MANAGEMENT</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Ingredients, Materials and Traceability, Chemical use and management; page <a href="#">111</a> <b>Direct Response:</b> As described in the Ingredients, Materials and Traceability section of this report, our chemicals management is focused on specific categories of our owned brand products.

GRI Disclosure		References and responses
<b>CHEMICAL USE AND MANAGEMENT (cont.)</b>		
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in our Owned Brands, Ingredients, Materials and Traceability, Chemical use and management; page <a href="#">111</a> <a href="#">CSR Policy Statements, Chemical Policy Statement</a> ; pages 2-3
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a>
<b>ANIMAL TESTING</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Brands with Purpose, Cruelty Free International Leaping Bunny certification; page <a href="#">120</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Brands with Purpose, Cruelty Free International Leaping Bunny certification; page <a href="#">120</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Sustainable Marketplace, Sustainability Progress in Our Owned Brands, Brands with Purpose, Cruelty Free International Leaping Bunny certification; page <a href="#">120</a>
<b>TOBACCO SALES</b>		
<b>GRI 103: MANAGEMENT APPROACH 2016</b>		
103-1	Explanation of the material topic and its Boundary	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Communities, Health Education and Awareness, Smoking cessation; page <a href="#">69</a>
103-2	The management approach and its components	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Stakeholder Engagement; pages <a href="#">28-36</a> 2020 CSR Report, Healthy Communities, Health Education and Awareness, Smoking cessation; page <a href="#">69</a>
103-3	Evaluation of the management approach	2020 CSR Report, Our Approach to CSR; pages <a href="#">15-23</a> 2020 CSR Report, CSR Materiality; pages <a href="#">24-27</a> 2020 CSR Report, Healthy Communities, Health Education and Awareness, Smoking cessation; page <a href="#">69</a>



# SASB Index

The Sustainability Accounting Standards Board (SASB) is an independent standards-setting organization that promotes disclosure of material sustainability information to meet investor needs. The table below is WBA's first SASB Index, which includes disclosures as part of the drug retailers industry, which includes companies that operate retail pharmacies and distribution centers that supply retail stores.

Topic	Metric	Category	Code	Response
<b>ACCOUNTING METRICS</b>				
Energy Management in Retail	(1) Total energy consumed, (2) Percentage grid electricity, (3) Percentage renewable	Quantitative	HC-DR-130a.1	(1) 19,504,300 GJ (2) 69.2% (3) 5.30%  2020 CSR Report, Healthy Planet, Energy and Emissions; pages <a href="#">85-92</a>  2020 CSR Report, Healthy Planet, Energy and Emissions, Emissions data; pages <a href="#">88-89</a>
Data Security & Privacy	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	Discussion and analysis	HC-DR-230a.1	2020 CSR Report, Healthy and Inclusive Workplace, Data Privacy and Information Security, pages <a href="#">146-147</a>

Topic	Metric	Category	Code	Response
Patient Health Outcomes	First fill adherence rate	Quantitative	HC-DR-260b.1	Walgreens first fill adherence rate, the percentage of patients with prescriptions who refilled medications at Walgreens at least one time after the initial fill, was 63 percent in fiscal 2020. The rate was calculated by reviewing a random sample of 100,000 new-to-therapy patient prescriptions from the following drug classes - antidiabetics, statins, or antihypertensive drugs - removing patients on insulin from the sample. 2020 CSR Report, Healthy Communities, Health Education and Awareness, pages <a href="#">61-69</a>
	Description of policies and practices to prevent prescription dispensing errors	Discussion and analysis	HC-DR-260b.2	2020 CSR Report, Our CSR Commitments, Customer and patient safety, page <a href="#">23</a>
<b>ACTIVITY METRICS</b>				
Activity Metrics	Number of pharmacy locations	Quantitative	HC-DR-000.A	Fiscal 2020 Annual Report identifies 13,449 retail stores of which 13,318 have pharmacies
	Total area of retail space	Quantitative	HC-DR-000.B	Retail space of 13.15 million square meters
	Number of prescriptions filled	Quantitative	HC-DR-000.C	Retail Pharmacy USA division metric identified in WBA fiscal 2020 Annual Report
	Number of pharmacists	Quantitative	HC-DR-000.D	2020 CSR Report, Access to Affordable Healthcare, page <a href="#">53</a>

# United Nations Global Compact Index

The United Nations Global Compact (UNGC) is a voluntary initiative based on CEO commitments to implement universal sustainability principles and to take steps to support UN goals. Walgreens Boots Alliance has been a signatory member of the UNGC since 2020 and supports the initiative's ten principles on human rights, labor, environment and anti-corruption. WBA's Letter of Commitment can be found [here](#).

UNGC Principles	Disclosure
HUMAN RIGHTS	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	<ul style="list-style-type: none"><li>• 2020 WBA CSR Report, Sustainable Marketplace, pages <a href="#">102-121</a></li><li>• 2020 WBA CSR Report, Healthy and Inclusive Workplace, pages <a href="#">122-147</a></li><li>• WBA <a href="#">Code of Conduct and Business Ethics</a></li><li>• 2020 <a href="#">Modern Slavery and Human Trafficking Statement</a></li><li>• WBA <a href="#">Human Rights Policy Statement</a></li><li>• WBA <a href="#">Supplier Code of Conduct</a></li><li>• WBA <a href="#">CSR Policy Statements</a></li></ul>
Principle 2: make sure that they are not complicit in human rights abuses.	
LABOR	
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	<ul style="list-style-type: none"><li>• 2020 WBA CSR Report, Sustainable Marketplace, pages <a href="#">102-121</a></li><li>• 2020 WBA CSR Report, Healthy and Inclusive Workplace, pages <a href="#">122-147</a></li><li>• WBA <a href="#">Code of Conduct and Business Ethics</a></li><li>• 2020 <a href="#">Modern Slavery and Human Trafficking Statement</a></li><li>• WBA <a href="#">Human Rights Policy Statement</a></li><li>• WBA <a href="#">Supplier Code of Conduct</a></li><li>• WBA <a href="#">CSR Policy Statements</a></li></ul>
Principle 4: the elimination of all forms of forced and compulsory labour;	
Principle 5: the effective abolition of child labour; and	
Principle 6: the elimination of discrimination in respect of employment and occupation.	

UNGC Principles	Disclosure
ENVIRONMENT	
Principle 7: Businesses should support a precautionary approach to environmental challenges;	<ul style="list-style-type: none"><li>• 2020 WBA CSR Report, Healthy Planet, pages <a href="#">84-100</a></li><li>• <a href="#">2020 CDP Climate Change submission</a>, which covers fiscal 2019</li><li>• WBA <a href="#">Supplier Code of Conduct</a></li><li>• WBA <a href="#">CSR Policy Statements</a></li></ul>
Principle 8: undertake initiatives to promote greater environmental responsibility; and	
Principle 9: encourage the development and diffusion of environmentally friendly technologies.	
ANTI-CORRUPTION	
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	<ul style="list-style-type: none"><li>• WBA <a href="#">Code of Conduct and Business Ethics</a></li><li>• 2020 WBA CSR Report, Ethical Sourcing, pages <a href="#">106-108</a></li><li>• WBA <a href="#">Supplier Code of Conduct</a></li><li>• WBA <a href="#">CSR Policy Statements</a></li></ul>



# Assurance Report

(GRI 102-56)



## Independent Accountants' Review Report

Board of Directors, Stockholders and Stakeholders  
Walgreens Boots Alliance, Inc.  
Deerfield, Illinois

We have reviewed the following metrics presented in the 2020 Corporate Social Responsibility ("CSR") Report (the Walgreens Boots Alliance specified disclosures, Global Reporting Initiative ("GRI") specified disclosures, and the Sustainability Accounting Standards Board ("SASB") specified disclosures collectively the "Specified Disclosures") of Walgreens Boots Alliance, Inc. (the "Company" or "WBA") for the period or date indicated below:

### WBA Specified Disclosures for the fiscal year ended August 31, 2020:

#### HEALTHY COMMUNITY

1. Corporate Giving – Direct Contributions
2. How the Company Contributed
3. Areas Impacted by the Company's Contributions
4. Corporate Giving – Employee Volunteering Hours

#### HEALTHY PLANET

1. Total Company CO<sub>2</sub>e Emissions, by Source
2. CO<sub>2</sub>e Emissions from Energy, by Type
3. CO<sub>2</sub>e Emissions, by Scopes 1, 2 and 3
4. CO<sub>2</sub>e Emissions from Business Travel, per 1,000 Employees, by Division and for the Company
5. Waste by Method of Disposal

### WBA Specified Disclosures as of August 31, 2020:

#### HEALTHY AND INCLUSIVE WORKPLACE

1. Employees by Gender and Employment Type (Permanent/Temporary; Part-Time/Full Time)
2. Employee Retention
3. Diversity of Employees, Employment Category (Manager and Non-Manager) by Age Group and by Gender and for U.S. Employees by Race, Ethnicity

**GRI Specified Disclosures for the fiscal year ended August 31, 2020:**

1. Access to Affordable and Quality Healthcare	GRI 101-2.5
2. Product Safety	GRI 416-1
3. Consumer Health Education and Marketing	GRI 101-2.5
4. Responsible and Ethical Supply Chains	GRI 414-2
5. Employee Health, Safety and Well-being	GRI 401-2 and 403-8
6. Prescription Drug Abuse	GRI 101-2.5
7. Data Privacy and Security	GRI 418-1
8. Product Labeling and Transparency	GRI 417-1

**SASB Specified Disclosures for the fiscal year ended August 31, 2020:**

1. Energy Management in Retail <ul style="list-style-type: none"><li>• HC-DR-130a.1. (1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable</li></ul>	3. Patient Health Outcomes <ul style="list-style-type: none"><li>• HC-DR-260b.2. Description of policies and practices to prevent prescription dispensing errors</li></ul>
2. Data Security & Privacy <ul style="list-style-type: none"><li>• HC-DR-230a.1. Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)</li></ul>	4. Activity Metrics <ul style="list-style-type: none"><li>• HC-DR-000.A Number of pharmacy locations</li><li>• HC-DR-000.B Total area of retail space</li><li>• HC-DR-000.C Number of prescriptions filled</li><li>• HC-DR-000.D Number of pharmacists</li></ul>

The Company's management is responsible for preparing and presenting the above Walgreens Boots Alliance specified disclosures in accordance with the WBA CSR Performance Data Basis of Preparation, which is available in the Corporate Responsibility area of the Company's corporate website. In addition, the Company's management is responsible for preparing and presenting the above GRI specified disclosures in accordance with the GRI Standards set forth for each of the GRI specified disclosures in the GRI Content Index on pages [150-175](#) in the 2020 CSR Report. Finally, the Company's management is responsible for preparing and presenting the above SASB specified disclosures in accordance with the SASB set for each of the SASB specified disclosures in the SASB Appendix on pages [176-177](#) in the 2020 CSR report. Our responsibility is to express a conclusion on the specified disclosures based on our review.

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA) in AT-C section 105, Concepts Common to All Attestation Engagements, and AT-C section 210, Review Engagements. Those standards require that we plan and perform the review to obtain limited assurance about whether any material modifications should be made to the specified disclosures in order for them to be prepared in accordance with the criteria. A review is substantially less in scope than an examination, the objective of which is to obtain reasonable assurance about whether the specified disclosures are fairly stated in accordance with the criteria, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. We believe that our review provides a reasonable basis for our conclusion.

In performing our examination, we have complied with the independence and other ethical requirements of the Code of Professional Conduct issued by the AICPA. We applied the Statements on Quality Control Standards established by the AICPA and, accordingly, maintain a comprehensive system of quality control.

The preparation of specified disclosures within the WBA CSR Report requires management to establish the criteria, make determinations as to the relevancy of information to be included and make estimates and assumptions that affect reported information. Measurement of certain amounts and sustainability metrics, some of which may be referred to as estimates, is subject to substantial inherent measurement uncertainty. Obtaining sufficient, appropriate review evidence to support our conclusion does not reduce the inherent uncertainty in the amounts and metrics. The selection by management of different but acceptable measurement methods, input data or model assumptions, or a different point value within the range of reasonable values produced by the model, may have resulted in materially different amounts or metrics being reported.

Based on our review, we are not aware of any material modifications that should be made to the:

- WBA specified disclosures in order for them to be presented in accordance with the WBA CSR Performance Data Basis of Preparation, which is available in the Corporate Responsibility area of the Company's corporate website.
- GRI specified disclosures in order for them to be presented in accordance with the GRI Standards set forth for each of the specified disclosures in the GRI Index on pages [150-175](#) in the WBA CSR Report.
- SASB specified disclosures in order for them to be presented in accordance with the SASB Standards set forth for each of the specified disclosures in the SASB Appendix on pages [176-177](#) in the WBA CSR Report.

All other information presented within the WBA CSR Report was not reviewed by us and, accordingly, we do not express any assurance on it.

*Deloitte + Touche LLP*

Chicago, IL  
January 27, 2021

# Boots

Since 1849





# Legal Notice

## Forward-looking statements

*All statements in this report that are not historical, including goals for and projections of future results, the expected execution and effect of our corporate social responsibility strategies and initiatives and the amounts and timing of their expected impact, constitute forward-looking statements that are based on current societal, market, competitive and regulatory expectations. These forward-looking statements are not guarantees of future performance and are subject to risks, uncertainties and assumptions, known or unknown, which could cause actual results to vary. These statements speak only as of the date they are made and Walgreens Boots Alliance undertakes no obligation to update publicly any forward-looking statement included in this report, whether as a result of new information, future events, changes in assumptions or otherwise. Please see Walgreens Boots Alliance's latest Form 10-K and subsequent SEC filings for a discussion of risk factors as they relate to forward-looking statements.*

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Walgreens Boots Alliance, the Walgreens Boots Alliance logo and the other trade names listed below are trademarks or registered trademarks of Walgreens Boots Alliance and/or its affiliates in the U.S. and other countries.

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BALANCE REWARDS FOR HEALTHY CHOICES, COMPLETE HOME, FEEL MORE LIKE YOU, GET A SHOT. GIVE A SHOT., NICE!, SAVE A TRIP REFILLS, W REDI, WALGREENS ADVANCED CARE, WALGREENS, WALGREENS EXPRESS, WALGREENS FIND CARE and WALGREENS FLU INDEX are trademarks owned by Walgreen Co.

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Third-party trademarks mentioned are the property of their respective owners. The use of words such as “partnered,” “partnering,” “partner” and variations of such words in this CSR report is not intended to and shall not be construed to imply that a legal partnership relationship exists between Walgreens Boots Alliance and any other company.

## Exchange rates basis of preparation

Foreign currency amounts have been presented in U.S. dollars for consistency, having been translated at the average exchange rate for the 12 months ending Aug. 31, 2020. The most significant rates are 1.27 U.S. dollar per British pound sterling and 1.11 U.S. dollar per euro.

Funds raised in British pounds sterling or in euros over multi-year periods were converted to U.S. dollars using average exchange rates for the reporting periods in which the funds were raised.

## Photo credits

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Website: [www.walgreensbootsalliance.com](http://www.walgreensbootsalliance.com)



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**Walgreens Boots Alliance**