



Inclusion




In Action:

Uncommon
Stories,
Everyday
Champions



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A delighted customer's Facebook posting about **Dwayne Cordner**, customer service associate at **1349 E Republic Road in Springfield, Mo.**, received more than 1,300 likes and has been shared about 550 times.

The company we keep



I feel privileged to lead a team that embraces our shared purpose and invests tremendous energy, creativity and commitment toward meeting our mission. In this report, you will meet some of the many inclusion champions throughout our organization who each day deliver exceptional customer and patient care while also living long-cherished Walgreens values. I couldn't be prouder of the company I keep.

Together, we have made significant progress in building an even better, more inclusive and customer-led Walgreens—and there is still more work to be done. By continuing to value and embrace diversity and inclusion, while maintaining our focus on driving operational excellence, further enhancing the customer experience and better engaging and developing team members, we can unleash tremendous power in terms of collaboration and innovation, pushing our collective performance higher and profoundly impacting the lives of our patients and customers, and each other.

Alex Gourlay

Co-Chief Operating Officer, Walgreens Boots Alliance, Inc.

A matter of culture



Each day millions of people visit their neighborhood Walgreens, launch our mobile app or go to our websites to fill prescriptions, access healthcare, print photos, and purchase beauty products, gifts and more. As an organization, we take pride in that. Indeed, we aspire to serve and support millions more.

Walgreens mission is to be America's most-loved pharmacy-led health, well-being and beauty retailer. Our purpose: To champion everyone's right to be happy and healthy.

I firmly believe that each Walgreens team member has a unique perspective and role to play, as we strive to meet those twin challenges. Our entire leadership team is committed to cultivating a truly inclusive workplace culture in which each person feels respected, valued and confident that what matters most at Walgreens is keeping the customer at the center of everything we do.

Building such an environment was clearly on the mind of our founder Charles R. Walgreen when he championed equal pay for all pharmacists, regardless of race, more than 90 years ago. We stand proud to continue his legacy and live true to the values on which he built this company.

Stevens Sainte-Rose

Senior Vice President and Chief Human Resources Officer, Walgreens

“You cannot pretend to know”

The business case for employee-driven business resource groups (BRGs) is as simple as it is powerful. They bring different voices to the table, enabling organizations like Walgreens to tap into what people really think and feel, and to deliver even more authentic, relevant and positive experiences to team members and customers alike.



For example, **Walgreens Pride Alliance** and Hallmark Employees Reaching Equality (HERE) members

offered input and insight as Hallmark Cards and Walgreens sought to revamp products and merchandising to better reflect shoppers



Sabrina Wiewel

in San Francisco's LGBT-centric Castro neighborhood. “When you talk about diversity in any shape or form, you cannot pretend to know about the LGBTQIA community if you're not part of it,” said **Sabrina Wiewel**, senior vice president and chief customer officer for **Hallmark Cards**, who chairs Hallmark's Corporate Diversity and Inclusion Council. “You really need to consult with folks just like the consumer.”

The successful collaboration yielded a new greeting card area in the store, featuring a rainbow motif, images of gay and lesbian couples, and a new assortment of 50 cards for same-sex marriages, baby showers for two mothers or fathers, transgender coming out and other occasions.



Danville service desk team members wore purple to show their support for LGBTQIA youth and contributed to the Walgreens Pride Alliance's Spirit Day fundraiser for anti-bullying initiatives. Shown from left are **Felicia Foley, Kandyz Penn, Danielle Shaffer, Shawn Lane, Michele Bailey, Bobbi Ray, Whitney Killion** and **Peyton Washington**.



Roberto Valencia

Consumer feedback has been overwhelmingly positive since the new cards were unveiled in July 2015 at the grand reopening of Walgreens flagship store at 135 Powell Street in Castro. Hallmark reported double-digit sales gains in the category soon after the store refresh, as well. Hallmark's LGBTQIA cards are now carried in Walgreens stores nationwide.

“Seeing what has come out of this project has been phenomenal,” said **Roberto Valencia**, corporate operations vice president, **Western Operations**, Walgreens.



To learn more about Hallmark Cards and Walgreens Castro store project, check out this video at <https://youtu.be/qVoEL09CywU>.

Developing leaders, cultivating suppliers



Women of Walgreens

BRGs also host professional development programs open to all team members, and participate in multicultural marketplace events. For example, **Women of Walgreens** and **Walgreens**



Asian Network

Asian Network co-hosted a fireside chat last fall, in conjunction with **Diversity & Inclusion**, which featured Indra Nooyi, chairman and CEO of PepsiCo. During the standing-room only event attended by more than 350 Walgreens team members, Nooyi shared insights about preparing for and rising to the challenges of leadership.



Walgreens Latino Professionals Network

Pharmacy and Retail Operations, Beauty, Marketing, the Office of Diversity &

Inclusion and **Walgreens Latino Professionals Network** team members contributed time and talent to support LATINO FASHION WEEK® (LFW™) during Hispanic Heritage Month in Chicago last fall. During the five-day showcase of top Latino menswear and womenswear designers from Central and South America, Walgreens highlighted multicultural skincare, haircare and other beauty products available in our stores. “LFW™ also has served as a platform to advance our supplier diversity initiative by giving visibility to selected Hispanic-owned suppliers,” says **Rona Fourte**, director of supplier diversity, **Office of Diversity & Inclusion**.

Attracting and retaining diverse talent



Walgreens Disability Inclusion Network

BRGs also play an important role in workplace inclusion and talent acquisition. For example,

leaders of **Walgreens Disability Inclusion Network** partnered with **Information Technology, Employee Relations, Diversity & Inclusion** and **Legal** last winter to recommend disability inclusive technology and policy enhancements—with the full support of then-executive sponsor **Kathleen Wilson-Thompson**, executive vice president and global human resources officer, Walgreens Boots Alliance. Many of their recommendations were quickly adopted; others remain under consideration. As a result, Walgreens scored 90 percent on the 2016 Disability Equality Index (DEI), a 10-point improvement over our 2014 DEI ranking.



Walgreens Veterans Network

Walgreens also is becoming an even more attractive workplace to retired or transitioning military

veterans—thanks to efforts of **Walgreens Veterans Network** and other BRGs. Walgreens Veterans Network leaders have been attending job fairs and local networking events with recruiters and

hiring managers, and sharing their personal experiences with job candidates, as well as engaging newly hired team members in the BRG’s networking, peer mentoring and professional development opportunities.

Fostering dialogue



Walgreens African American Leadership Network

In support of Walgreens purpose, which is to champion everyone’s right to be happy and healthy,

Walgreens African American Leadership Network has facilitated and supported community outreach events for three consecutive years. Continuing the Walgreens African American 365 Health series launched in 2014, this year’s event examined health disparities in the African American community, with particular focus on men’s health.



Walgreens Next Gen Empowerment Network

For the fourth consecutive year, **Walgreens Next Gen Empowerment Network**

curated a Walgreens TEDx event in August that showcased internal and external thought leaders, entrepreneurs and executives who discussed how companies can contribute to society beyond business success through pursuing a broader community purpose. Featured speakers included:

- Paul Aichele, consultant-program manager of business transformation: One Plan, Walgreens,
- Chipo Nyambuya, founder and principal, Virgil LLC,
- Rosemary Matzl, vice president of community affairs, ITW,
- Lauren Stone, senior manager of corporate social responsibility (CSR) in retail products: product integrity and CSR, Walgreens, and
- Oyauma Garrison, former field vice president, Midwest region, Allstate.



Walgreens Environmental Sustainability Network

Walgreens Environmental Sustainability Network regularly promotes Earth-friendly re-use and

recycling practices in our workplaces and the broader community. Their recent accomplishments include collecting 600 pairs of donated shoes during a four-site “Reuse-A-Shoe” campaign, collaborating with Walgreens Compliance Office’s **Records and Information Governance** to keep more than 12,000 pounds of defunct hard drives, computer monitors and other electronic waste out of Illinois landfills, and educating team members about endangered species and Walgreens marine pharmacy program with the Shedd Aquarium in Chicago.

Winning trust

When Walgreens team members say we champion everyone’s right to be happy and healthy, we mean everyone. Recognizing that diversity isn’t a “one size fits all” proposition and that services are best received when we treat clients according to their preferences, we rely on alliances with organizations like **Gay Men’s Health Crisis (GMHC)** and **Services and Advocacy for Gay, Lesbian, Bisexual and Transgender Elders (SAGE)** that support our HIV/AIDS outreach to diverse populations in New York City.

Since 2014, **Chris Nguyen**, HIV- and HEP-C-specialized pharmacist at **Duane Reade**, has been providing trusted counseling and pharmacy services to older LGBT adults living with HIV/AIDS on site at GMHC, in the same place they access legal and mental health services, meals programs, workforce development training and/or nutritional counseling.

In addition, Nguyen participates in “Ask the Pharmacist” series of health and wellness workshops that SAGE offers monthly throughout New York City.

“Clients often tell me they are overwhelmed,” Nguyen said, noting that they may have complicated medical histories and serious medical conditions such as cancer or diabetes in addition to HIV or AIDS. “They need someone they trust who will help them.”

“Our partnership with Walgreens is making a tremendous contribution to what is often times an isolated population,” said **Catherine Thurston**, senior director of services & training, **SAGE**. “I’m very proud of the impact that we are having in the community.”



Glen Pietrandoni, senior director, virology disease state management in **Pharmacy and Retail Operations**, said, “For more than 30 years, Walgreens has worked with local AIDS service organizations across the country to provide support and customized services for their clients. We’re proud to work in collaboration with GMHC and SAGE to support New York City residents affected by HIV and be part of the solution to end AIDS.”



Chris Nguyen, HIV- and HEP-C specialized pharmacist

Healthcare, careers and business

Through long-standing relationships with prominent national and local organizations, including the **League of Latin American Citizens (LULAC)**, the **National Council of La Raza (NCLR)** and the **Hispanic Alliance for Career Advancement (HACE)**, Walgreens has helped increase Latino consumers' and professionals' access to quality healthcare and employment opportunities.

With approximately 132,000 members throughout the United States and Puerto Rico, LULAC is one of the nation's largest and oldest Hispanic organizations. LULAC advances the economic condition, educational attainment, political influence, housing, health and civil rights of Hispanic Americans through community-based programs operating at more than 1,000 LULAC councils nationwide.

"Walgreens relationship with LULAC is nearly 10 years strong," said **Glen Pietrandoni**, senior director, virology disease state management in **Pharmacy and Retail Operations**. "Since 2007, LULAC has been an important ally encouraging Hispanic Americans to visit their local Walgreens and Duane Reade stores for immunizations and other in-store health and wellness offerings."

"Ground zero" for diabetes

More recently, as a co-sponsor of LULAC's *Latinos Living Healthy* program, Walgreens has provided thousands of flu shots at no cost to patients who otherwise would not have been able to afford the immunization. "One example of the impact of this program comes from Los Angeles, where for the past 3 years Walgreens has provided more than 500 flu shots at no cost in one day each year during these health fairs," Pietrandoni said.

Walgreens served as co-sponsor when LULAC recently hosted its first *Latinos Living Healthy: Feria de Salud* event in Brownsville, Texas. *The Brownsville Herald* once cited Brownsville as "ground

zero for diabetes." More than 1.3 million people live in the Rio Grande Valley and, according to the Centers for Disease Control and Prevention, nearly 1 in 3 people have diabetes.

Walgreens

en la esqui la **felicidad** y la **salud**[®]

LULAC estimates that it has served more than 90,000 people at *Latinos Living Healthy: Feria de Salud* events held in Los Angeles, Calif., Ponce and San Juan, Puerto Rico, Washington, D.C., and San Antonio and Brownsville, Texas. "By providing information on the important role healthy eating habits and regular exercise play in our daily lives, we have encouraged healthy living for the entire family," said **Roger C. Rocha Jr.**, LULAC national president.

Walgreens also has cultivated a strong relationship with NCLR, the largest national Hispanic civil rights and advocacy organization in the United States, which works to improve opportunities for Hispanic Americans. For the past five years, Walgreens has sponsored the *Health/Tu Salud Pavilion* held in conjunction with NCLR's annual conference. In addition, Walgreens has provided an average of more than 1,000 screenings each year at NCLR's annual *National Latino Family Expo*.

Empowering Latino suppliers and professionals

Through the United States Hispanic Chamber of Commerce (USHCC), which represents more than 4.1 million Hispanic-owned businesses, Walgreens has continued to increase its supplier diversity efforts. Walgreens has utilized the USHCC's *Business Matchmaking* program to interview Hispanic-owned enterprises in key areas of need for Walgreens supplier base.

According to Pietrandoni, Walgreens also has found a steady pool of Latino talent through the Hispanic Alliance for Career Enhancement (HACE). Last year, for example, Walgreens hosted HACE's *Leadership Academy* at the support office in Deerfield, Ill. "Designed to address unique cultural values and challenges, the Leadership Academy was a dynamic and intensive Action Learning Experience to help transform high-potential Latino professionals into high-performing leaders by enabling them to develop skills necessary to promote immediate and sustainable results for themselves and organizations they serve," he said.



Creating opportunities by the thousands

Nearly 10 years on, Walgreens commitment to integrating persons with disabilities throughout our workplaces has become fully ingrained in the fabric of our organization. Industry leading inclusive policies and practices we first implemented in Anderson, S.C. back in 2007, now known as Walgreens “same job, same performance” operating model, continue to revolutionize who we employ and how we operate across our distribution network, retail stores, the support center and field operations.



Joe Wendover, field inclusion manager, and **JeVaughn Day**, general warehouse employee

More than 900 team members in the distribution centers, for example, voluntarily self-identified as individuals with disabilities in Walgreens federally mandated internal census in 2016. In addition, more than 1,300 individuals with disabilities have completed retail and customer service skills training in stores across the nation since Walgreens Retail Employees with Disabilities Initiative (REDI) launched nationwide in 2012.

“Through our efforts we have seen that individuals with disabilities can perform to standard as much as any other team members, across a variety of work settings,” said **Steve Pemberton**, vice president, chief diversity officer, Walgreens Boots Alliance. “In the process, we’ve enabled thousands of people with disabilities to build lives they may not otherwise have been able to, simply because opportunities were not presented to them.”

Built for success and access

With touch screens, adjustable work stations and iconography used throughout, Walgreens latest distribution centers are built for success and access. In addition, **Joe Wendover**, field inclusion manager in **Field HR**, said, “With the help of nonprofit community partners, we’ve developed a unique temp-to-hire model in the distribution centers that consistently sources and trains quality talent.”

Across the nation, hundreds of publicly funded human services agencies source and prescreen candidates, and facilitate a 12-week Transitional Work Group (TWG) training program developed by **Learning and Development**. Working with agency job coaches throughout, each TWG class learns about Walgreens culture, hones their communication skills and completes



Angela Mackey, human resources generalist at **Walgreens Anderson distribution center in Williamston, S.C.**, helps Walgreens build a workforce reflective of the markets, customers and patients we serve.

simulations before gaining practical experience in receiving, picking and shipping on the distribution center floor. Once they reach a 90 percent productivity level, they become eligible for hire. “The success rate is great,” Wendover said, “virtually 100 percent.”



Carla Gaouette

Carla Gaouette, associate vice president of the national job training and placement program for **Community Enterprise**, said, “Walgreens is on the cutting edge in believing that people with disabilities can do the same work as anyone else.” Noting that her agency supports both Walgreens TWG and REDI programs, she adds, “Not only do you walk the walk and talk the talk,

but you’ve been willing to share your success to show other employers why they too should hire people with disabilities.”

Milestone within reach

Employers typically hire and onboard qualified job candidates before providing specific skills training, but Walgreens REDI program turns that model upside down. Some 200 publicly-funded community providers have registered to help identify eligible REDI externs, each of whom completes up to six weeks of in-store training on cash register operation, customer service, stocking and loading. Approximately 67 percent of REDI externs complete the training and receive a minimum evaluation score of 3.0, enabling them to apply for employment with Walgreens and have their job applications flagged “recommended for hire.” “Store managers are excited and passionate to run the REDI program,” said **Chris Dillon**, diversity initiatives consultant in **Diversity & Inclusion**.

Walgreens is casting a wider net for talent by working to include more people with disabilities at the corporate level. “We are partnering with the U.S. Business Leadership Network, Tapability (a talent acquisition portal), Getting Hired.com and Career Opportunities for Students with Disabilities (COSD), as sources for more experienced talent for corporate and internship opportunities,” Dillon said.

As a model of success in hiring people with disabilities, Walgreens has been sought out by more than 200 employers, civic leaders and federal and state officials who wish to study and benchmark our disability inclusion programs and practices.

“It’s been a journey to extend this initiative into communities that are underutilized and underrepresented in the workforce,” said Pemberton. “Our commitment has not wavered.”

Everyone matters

Katie Helmers, senior pharmacy technician



Fostering a disability inclusive workplace and culture has enabled Walgreens to tap into a wider pool of talent, retain valued team members who become disabled due to accident or illness, and gain insight into the needs of an important and expanding segment of the customer base. Our commitment to full inclusion also buoys team morale and “makes a big statement that we really do pride ourselves in making people happy and healthy,” said **Jacob Buchanan**, store manager at **2503 5th Avenue S. in Fort Dodge, Iowa**. “It says that we believe everyone matters.”

That was the case at Buchanan’s store, where **Katie Helmers** had been working as a pharmacy technician for just six months when a December 2013 car accident caused her to be paralyzed below the chest. Shortly thereafter, Helmers expressed interest in returning to work, and the Iowa Vocational Rehabilitation Services agency helped pinpoint the reasonable accommodations that would be needed. Installing an adjustable workstation and two key fob-activated automatic door openers topped the documented list. Yet Helmers said the support and goodwill of her store colleagues, Pharmacy and Retail Operations leadership and support center departments have been just as critical to her successful return to work.

For example, “**Jeff Bruneteau** [now regional vice president, **Duane Reade**] encouraged me to apply for Walgreens Benefit Fund assistance that helped me purchase a standing wheelchair through walgreens.com,” Helmers said.

“What we’ve learned is that making a reasonable accommodation is not hard or especially expensive,” Buchanan said. “Seeing Katie enjoying her job and contributing has been good for team morale.

“Patients love to see Katie at the out window,” he added. “And customers who have known her for many years still make a point to thank Walgreens for making her comfortable and part of the team.”

Promoted to senior pharmacy technician in July 2015, Helmers also was named Ms. Wheelchair Iowa 2015 in recognition of her efforts to promote greater disability inclusion across Iowa’s businesses and workplaces. “I’m passionate about Walgreens and determined to make a difference,” Helmers said. “I want to inspire other people with disabilities to get out and live life to the fullest.”

Making it in America

“I just needed an opportunity to prove myself,” said **Yoldie Feona**, shift lead at Walgreens, **841 Boylston St. in Boston, Mass.** “Walgreens gave me my first opportunity.”

Keen to build a better life for herself and her family, Feona emigrated from Haiti to the United States in 2012, settling in Boston with her two young daughters. Through a social worker, she heard about the job training and financial coaching programs offered by JVS Boston and resolved to enroll in the agency’s 12-week Pharmacy Technician training program.

Feona initially did not meet the program’s education level and language skills requirements, but she was undeterred. After earning her high school equivalency degree and improving her English, Feona enrolled in the pharmacy technician program in August 2015.

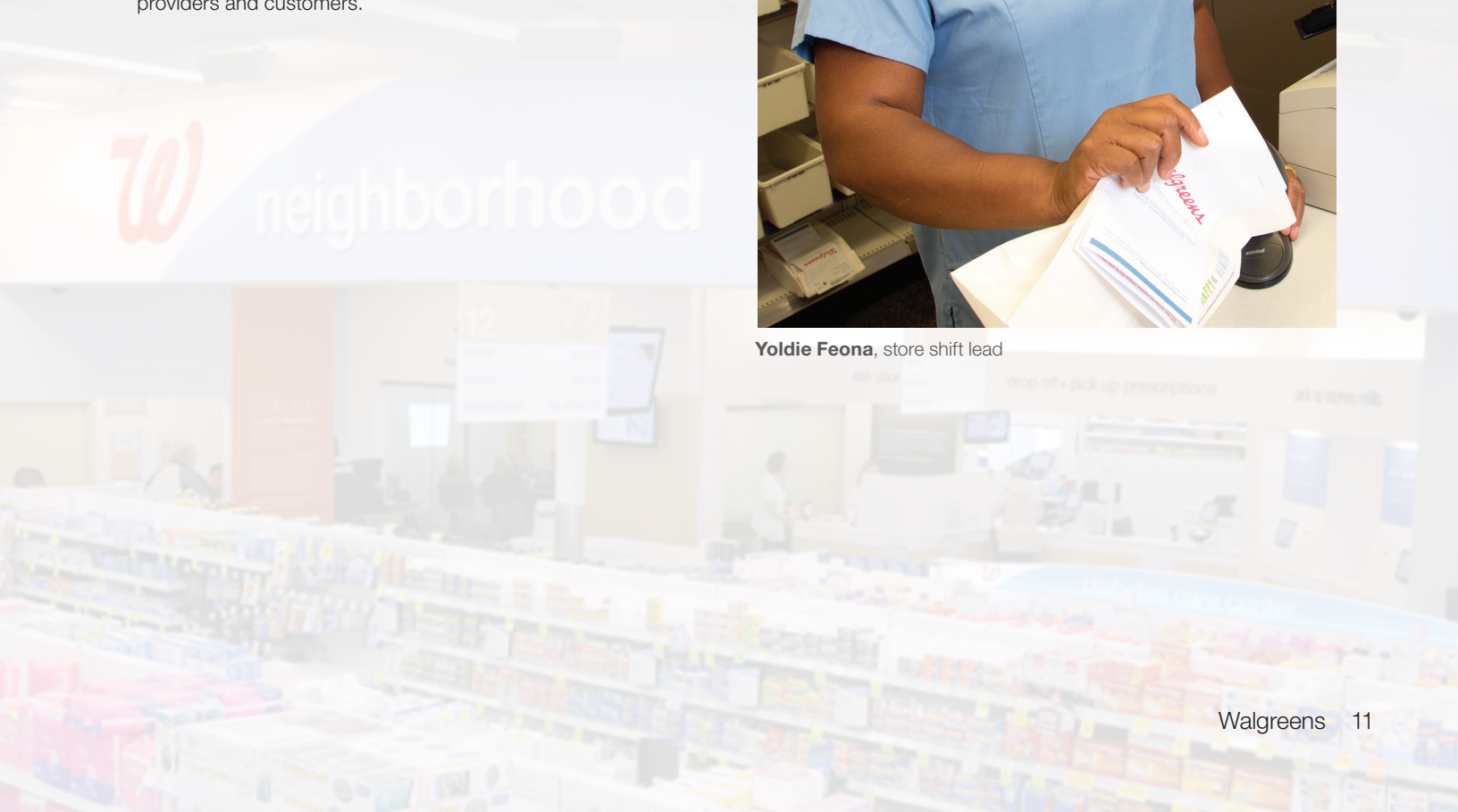
Within weeks of graduation, Feona earned her national certification and **Roy Youn**, store manager at Walgreens, **429 Brookline Ave. in Boston, Mass.**, hired her as a pharmacy technician.

“I’m constantly looking for new talent, and JVS has been a particularly beneficial recruiting partner,” Youn said. “Yoldie has been just fantastic. She’s been great working with patients, providers and customers.”

As a matter of fact, Feona has since earned a promotion to store shift lead. Now, she has set her sights on becoming a store manager. “I see so much room to grow with the company and in the industry.”



Yoldie Feona, store shift lead



National Label Puerto Rico: Registering with customers

In the fragmented hand and body lotion merchandise category, most purchase decisions occur at the shelf, where having the right label can make all the difference. An easy-to-read and understandable label is a key communication opportunity as the consumer makes that split-second decision.

Just as consumers with dry skin apply LUBRIDERM® lotion for long-lasting moisture, Johnson & Johnson Consumer Companies Inc., the makers of LUBRIDERM® products, apply package labels manufactured by diverse supplier National Label Puerto Rico to build long-standing equity with consumers. The power of those labels to communicate with consumers and support supplier diversity also reinforces Johnson & Johnson's relationship with Walgreens.

"Walgreens and Johnson & Johnson share a commitment to patronize, promote and partner with diverse and small business suppliers, and to help such enterprises grow," says **Rona Fourte**, director of supplier diversity in **Diversity & Inclusion**. "You'll see certified diverse classifications represented within our retail suppliers and service providers of goods not for resale."

Walgreens also values efforts of companies like Johnson & Johnson to provide opportunities for diverse and small businesses like National Label to support their Walgreens contracts. **Val Palange**, vice president, chief procurement officer for the **Johnson & Johnson** family of consumer companies, says National Label Puerto Rico's women-owned business enterprise (WBE) certification was "encouraged through our supplier development and highlights our fundamental support of women-owned businesses."

National Label Puerto Rico has partnered with Johnson & Johnson for nearly 60 years and today produces nearly 2 billion labels annually for such brands as **TYLENOL®**, **NEUTROGENA®** and **LUBRIDERM®**. "We take a custom approach to solving all label challenges," says **Nan Sweeney**, chief executive officer and owner, **National Label Puerto Rico**.



Jelmar LLC: 50 years and counting



Alison Gutterman

As supplier diversity success stories go, Skokie, Illinois-based Jelmar LLC's has been more than five decades in the making. President and CEO Alison Gutterman said Walgreens stores have carried the firm's nationally recognized, American-made brands—Tarn-X tarnish remover and CLR (calcium, lime and rust) remover—for nearly 50 years. In fact, her grandfather initially launched the

business representing other manufacturers' goods, "which takes the Gutterman family's relationship with Walgreens back even further."

Such staying power speaks to Jelmar's relentless commitment to quality, reliability and innovation. Gutterman herself has invested more than 20 years in the family business, which has increased investment in consumer research, successfully introduced new environment-friendly products and reformulations, and secured formal certification as a women-owned business enterprise since she took the helm in 2007.

Another critical success factor is the company's savvy traditional and social media marketing. "For a small company with 14 employees, our brands have a profile and national footprint much larger than our size would suggest. We stand out for being reliable and nimble," she said.

"Through partnering with companies that share in our interests and goals for diversity, opportunity and responsibility to society, we know that we will continue to move forward while helping others," Gutterman said.



Learning what it takes

In March 2016, Walgreens welcomed the first cohort of 33 diverse business owners to Walgreens Retail Supplier Education Workshop, a new capacity-building learning session. "The goal is to provide a unique opportunity for business owners to learn 'what it takes' to do business with Walgreens and make connections that might help grow their businesses," said **Rona Fourte**, director of supplier diversity in **Diversity & Inclusion**.

Among the attendees, 18 represented current and former Walgreens vendors, Fourte explained; others aspired to develop new relationships as goods and services suppliers. "All received support, advice and skills development to help kick-start their business growth and learn how to more successfully work with Walgreens," she said.

By creating such opportunities for certified minority- and women-owned business enterprises, Walgreens advances its commitment to supplier diversity.

Walgreens worked with Next Street, a Boston-based urban merchant bank and consulting firm, to help develop a plan to engage more effectively with local and diverse suppliers. "Next Street has worked with other global institutions like Walgreens on

similar programs, which have had significant economic impact on local and diverse communities," Fourte said.

"Walgreens has long been embedded within so many growing communities throughout the United States. Through this and subsequent educational opportunities, we seek to more actively engage with and invest in the local, diverse-owned business community. Walgreens fully intends to set a new standard of civic engagement with our local, diverse-owned neighbors."

Suppliers at a glance

- **23 minority-owned** firms
- **23 women-owned** businesses
- Represented industries included **natural bath products, food, beverages, packaging, office supplies, hair accessories and books**

“We’re all equal”

Through new and expanded strategic recruiting relationships with external organizations, as well as ongoing collaboration with our employee-driven business resource groups (BRGs), Walgreens has been encouraging more military veterans and individuals with disabilities to consider careers at Walgreens. Military veterans and individuals with disabilities have joined Walgreens not just in our retail stores, but also in our supply chain, information technology and staff functions.

Relationships with Hire Purpose, Getting Hired and RecruitMilitary have been instrumental in raising Walgreens employer brand profile among individuals with disabilities, transitioning service members and military spouses.



According to **Beth Coddington**, senior research recruiter in **Talent Management**, Walgreens employer value proposition, which encompasses its mission, values, enduring brand and esprit de corps, resonates well with top talent reached through those channels.

Beth Coddington, senior research recruiter “Our core message is simple: ‘We’re all equal,’” said vet **Chris Dillon**, diversity initiatives consultant in **Diversity & Inclusion**. “That is what makes Walgreens a great place to work for everyone.”

Fellow veteran **Steve Turner**, senior director of infrastructure in **Technology Infrastructure and Operations**, added, “Walgreens structure, operational vigor and sheer scale, including the fact that we now are part of a global organization, makes the organization feel analogous to the military.”

“Most importantly, our sense of purpose in championing everyone’s right to be happy and healthy presents a noble and powerful draw,” Turner said. “A similar sense of purpose—to help serve my country and guard our freedoms—drew me to join the military.”

Turner chairs the Walgreens Veterans Network BRG, whose members have rallied time and again to help the company attract, onboard and develop diverse talent. In addition to attending job fairs and local networking events with recruiters and hiring managers, Walgreens Veterans Network members have shared their personal experiences with job candidates and engaged newly hired team members in the BRG’s networking,

peer mentoring and professional development opportunities at Walgreens.

“Many job candidates are familiar with Walgreens as a retailer,” said Coddington, “and Walgreens is committed to spreading the word about the tremendous career possibilities that exist at all levels throughout the company.”

Three military outreach partner profiles

Hire Purpose shares job opportunities with transitioning veterans at military bases and career events across the United States, attracts more than 40,000 unique visitors per month to its eponymous job-matching website, and another two million unique visitors per month to its Task & Purpose military news and culture website.

Online service organization **Getting Hired** provides access to thousands of qualified job seekers with disabilities, including veterans, through a website portal that offers career resources, webinars, a newsletter and virtual/online job fairs.

RecruitMilitary hosts the nation’s largest single-source veteran database (with more than 800,000 members), publishes *Search & Employ*® magazine, a leading veteran hiring publication, and produces 670 job fairs in more than 60 U.S. cities.

Where ethos and experience align

Walgreens employment brand proposition for transitioning and retired armed service members is quite strong, according to **Jerod Palmer**, who progressed from enlisted combat engineer to sergeant major over a 25-year career in the United States Army.

“Walgreens has been around for more than 100 years, so it’s clearly an organization whose leaders have, over time, continually looked ahead and embraced change,” Palmer said. “I’d say the Army is the premier organization, when it comes to adaptation and transformation, so I was really comfortable coming into a corporate environment where change is recognized as a learning process, not an event.”

Palmer cites his own military-to-civilian transition, for example. “Most people don’t realize that retiring from the military doesn’t happen like it does in the civilian world,” Palmer said. “You have to request it; you don’t just get it. Depending on the assignment you’re on and the service’s timeframe, it can take 9 to 12 months to receive your final orders.”

Shortly after submitting his U.S. Army retirement packet in May 2015, Palmer spotted a Walgreens opportunity on a job board

and felt confident his experience evaluating training methods, analyzing performance analytics, and advising and supporting command leaders would make him a strong candidate.

Palmer interviewed with **Beth Coddington**, senior research recruiter in **Talent Management**, and **Stephen Romanelli**, former manager of HR and talent management in **Field HR-Southern Operations** in June, and accepted his Walgreens job offer in July.

“Steve was gracious enough to allow me to complete the onboarding process over several months, between August and December, while I awaited final orders,” Palmer said. “Coming out of the military, it really was important for me to join an organization that had history, a team mentality and a strongly valued creed. Walgreens ethos made the fit that much better for me, and the way I was brought on has made me that much more engaged and committed.”



Jerod Palmer, HR generalist

Metrics and milestones

Championing everyone's right to be happy and healthy

Walgreens and Duane Reade operate nearly 8,200 stores, providing accessible, knowledgeable and convenient pharmacy, health and wellness services to customers and patients in all 50 states, the District of Columbia, Puerto Rico and the U.S. Virgin Islands.

- **Approximately 400** Walgreens stores offer Healthcare Clinics or other provider retail clinic services.
- **Approximately 76 percent** of the U.S. population lives within five miles of a Walgreens or Duane Reade retail pharmacy.
- **More than 27,000** people have learned their HIV status as a result of Walgreens five-year collaboration with Greater Than AIDS and various community partners to increase access to free HIV/AIDS testing.

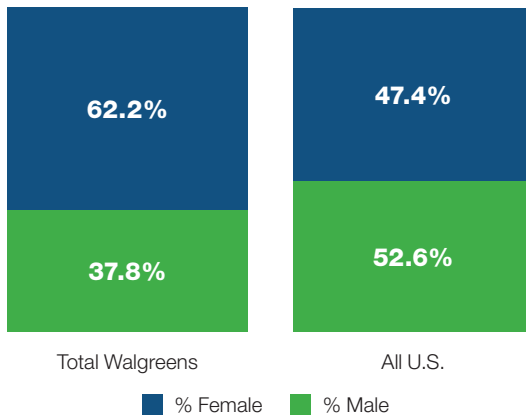
Research shows that Walgreens Balance® Rewards program is helping members with hypertension or diabetes lose weight, as well as driving better medication adherence. Visit walgreens.com/balancerewardsoutcomes to learn more.



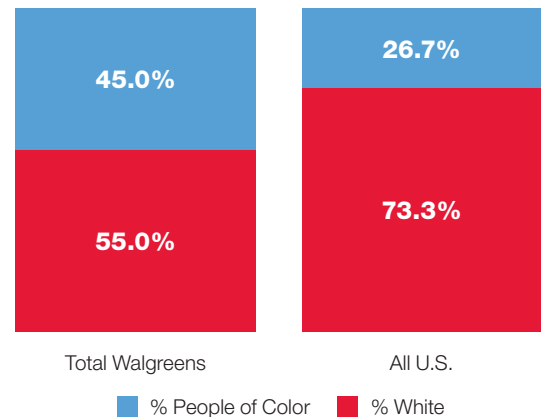
Yadira Velasquez, administrative assistant in **Pharmacy & Retail Operations** supports Walgreens partnership with a New York agency to create internships for young people in the foster care system.

Pharmacists^{1,2}

Gender

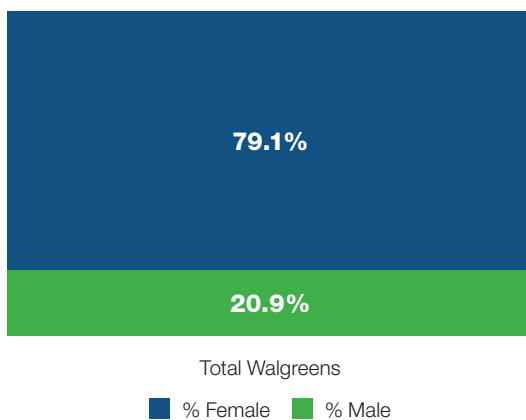


Race/Ethnicity

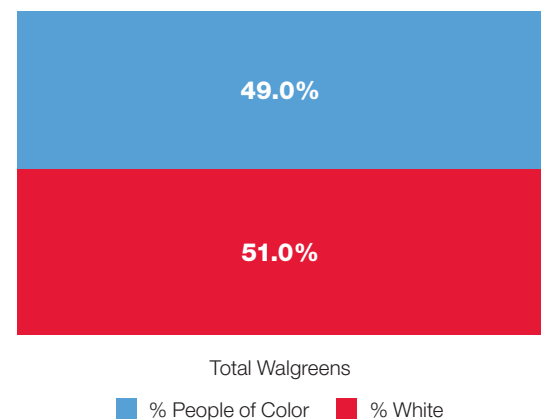


Pharmacy Technicians & Senior Pharmacy Technicians¹

Gender



Race/Ethnicity



¹ "Total Walgreens" figures reflect data as of August 1, 2016 for Walgreen Co. and Duane Reade

² "Total Walgreens" pharmacists includes full- and part-time team members

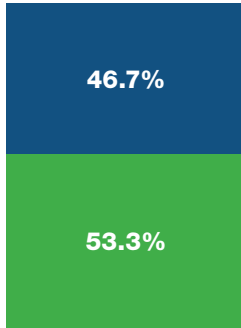
Serving and reflecting an increasingly diverse society

Through local and national outreach and recruiting partnerships, we strive to broadly promote jobs and career opportunities in continuing efforts to reflect our nation's increasingly diverse population at all levels. Walgreens also invests heavily in leadership development which is a critical driver of team member motivation, engagement and retention.

- **Over 245,000** people are employed at Walgreens.
- Walgreens employs **nearly 1 in 10** American pharmacists.
- **45.5 percent** of Walgreens leaders are women; **35.5 percent** are people of color.
- **More than 1,300** individuals with disabilities have enrolled in the Walgreens Retail Employees with Disabilities Initiative (REDI) program to date, including more than 400 in 2016 alone. Roughly **67 percent** of REDI externs complete the training and receive a minimum evaluation score of 3.0, enabling them to apply for employment with Walgreens.
- Walgreens donated **more than \$1 million** in 2015 and in 2016, to help support diversity scholarships, inclusion training and other initiatives at accredited pharmacy schools throughout the country.

Assistant Store Managers¹

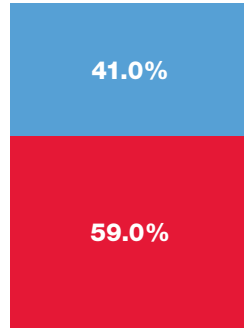
Gender



Total Walgreens

■ % Female
■ % Male

Race/Ethnicity

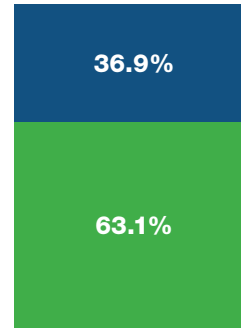


Total Walgreens

■ % People of Color
■ % White

Store Managers¹

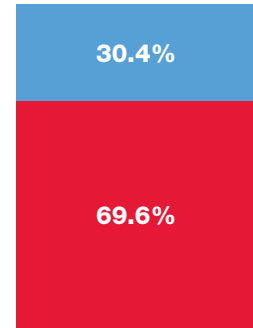
Gender



Total Walgreens

■ % Female
■ % Male

Race/Ethnicity



Total Walgreens

■ % People of Color
■ % White

¹ "Total Walgreens" figures reflect data as of August 1, 2016 for Walgreen Co. and Duane Reade

Supplier diversity enhances consumer choice

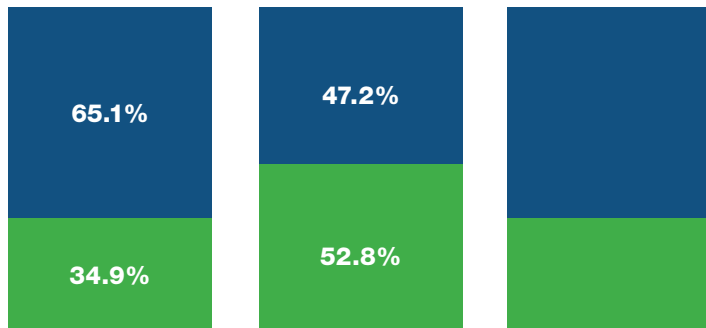
Enlarging our pool of qualified suppliers to include emerging and underutilized enterprises has helped Walgreens expand the array of high quality products and services we can offer to meet customers' and patients' needs. Promoting wider vendor participation also helps fortify the economic base of communities and neighborhoods throughout the country. In FY2015,

- Walgreens documented combined (Tier 1 and Tier 2 reported) spend of **\$1.1 billion**. For FY2016, Walgreens is approaching **\$2 billion** in documented combined spend.
- Walgreens documented more than **\$1.2 billion** in direct spend with small businesses.
- Walgreens documented **\$894.6 million** in combined spend with minority- and women-owned businesses.
- Walgreens documented spend with LGBT-owned businesses was **\$10.2 million**.
- Walgreens documented spend with businesses owned by persons with disabilities was just over **\$2.7 million**.

More than 2,500 small and diverse-owned suppliers did business directly with Walgreens in FY2015.

Total Workforce¹

Gender



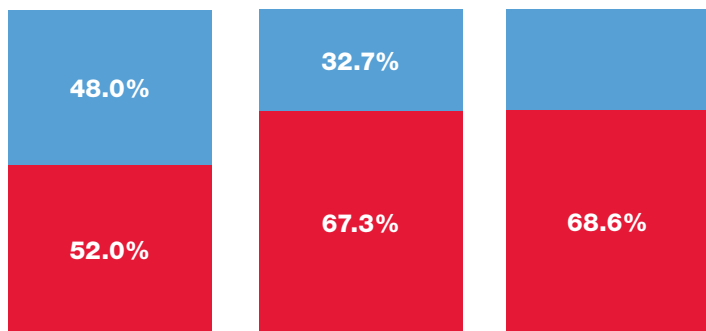
Total Walgreens

U.S. Labor Force

U.S. Pharmacies and Drug Stores

■ % Female ■ % Male

Race/Ethnicity



Total Walgreens

U.S. Labor Force

U.S. Pharmacies and Drug Stores

■ % People of Color ■ % White

¹ "Total Walgreens" figures reflect data as of August 1, 2016 for Walgreen Co. and Duane Reade



Tammy Jenkins, assistant store manager

Awards and recognitions

Workforce/Workplace inclusion

More than 20 esteemed national organizations and publications have recognized Walgreens as one of the nation's top destination employers for minority professionals, individuals with disabilities, military veterans, women and lesbian, gay, transgender and bisexual people:

Profiles in Diversity Journal has twice recognized Walgreens as an inclusive company: Innovations in Diversity Award (2013) and Diversity Leader Award (2016)

Walgreens scored 100 percent on the 2016 Corporate Equality Index for the Human Rights Campaign, marking our 11th year earning a perfect score

The American Association of People with Disabilities (AAPD) and US Business



Leadership Network (USBLN) recognized Walgreens among the top companies for disability inclusion practices in their 2015 and 2016 Disability Equality Index

Readers of *Careers & the Disabled Magazine* ranked Walgreens #9 among the magazine's 2015 and 2016 Top 50 Employers for individuals with disabilities



Latino Magazine honored Walgreens as one of its 2015 100 Companies Providing the Most Opportunities for Latinos

U.S. Veterans Magazine 2014 and 2015 Best of the Best: Top Veteran-Friendly Companies

Black EOE Journal Best of the Best: Top Employers (2015, 2016) and Top LGBT-Friendly Companies (2015) and Top Disability-Friendly Companies (2016)

Hispanic Network Magazine 2015 Best of the Best: Top Employers and Top LGBT-Friendly Companies

Professional Woman Magazine 2015 Best of the Best: Top Employers and Top LGBT-Friendly Companies

Black Enterprise in 2015 honored Kathleen Wilson-Thompson, executive vice president and global chief human resources officer for Walgreens Boots Alliance, as one of the 50 Most Powerful Women in Corporate America, and ranked Steve Pemberton, vice-president, chief diversity officer for

Walgreens Boots Alliance, among the Top Executives for Diversity

Supplier diversity

For five consecutive years (2012-2016), more than 1.3 million entrepreneurs have ranked Walgreens among *Diversitybusiness.com's* Top 50 Organizations for Multicultural Business Opportunities. In so doing, they recognized Walgreens as a leading organization that provides the most and best business opportunities for women- and minority-owned small businesses.

The *U.S. Hispanic Chamber of Commerce* recognized Walgreens as a member of its Million Dollar Club in three consecutive years (2014-2016). To become a member, each company's spending with Hispanic-owned supplier corporations must exceed \$25 million annually.

The Minority Business Enterprise Input Committee of the *Chicago Minority Supplier Development Council, Inc.* recognized Walgreens Facilities Management with a 2015 MBEIC Sharing Success Awards. These awards pay tribute to companies and leaders demonstrating a commitment to partnering with diverse and small businesses.

The *Chicago Minority Supplier Development Council* honored Walgreens Facilities Management with a 2015 Construction Buyer of the Year Award.

MBN USA magazine highlighted Walgreens supplier diversity program among its 2016 Champions of Supplier Diversity, for strong chief procurement officer support and supplier diversity professional advocates. The publication recognized **James Townsend**, vice president of group procurement in **Procurement and Property**, and **Rona Fourte**, director of supplier diversity in **Diversity & Inclusion** for driving growth in supply chain diversity and inclusion.



U.S. Hispanic Chamber of Commerce: 2015 Million Dollar Club



Calling all champions

Diversity and inclusion run deeper than how we look, who we love, where we live or what we believe. These foundational values are bigger than any one country, in fact; they speak to the way each of us thinks and how we act. As customer and patient demographics continue to change, and our perspective grows more global, our willingness to approach differences with dignity and respect represents both a competitive, and deeply personal, opportunity. This is your moment.

About us

Walgreens and Duane Reade are members of Retail Pharmacy USA, one of the divisions of Walgreens Boots Alliance (NASDAQ: WBA). Walgreens Boots Alliance is the first global pharmacy-led, health and wellbeing enterprise in the world. The company was created through the combination of Walgreens and Alliance Boots in December 2014, bringing together two leading companies with iconic brands, complementary geographic footprints, shared values and a heritage of trusted healthcare services through pharmaceutical wholesaling and community pharmacy care, dating back more than 100 years.

To learn more, visit:
walgreensbootsalliance.com

Equal employment opportunity

Walgreens values the diverse backgrounds, experiences, knowledge and skills of all employees, and we are committed to equal employment opportunity and fair treatment of all individuals, both applicants and employees, based on job-related qualifications and without regard to race, color, religion, national origin, citizenship status according to the Immigration Reform and Control Act of 1986, sex, sexual orientation, gender identity, age, disability, veteran status or genetic information.

Walgreens

Walgreen Co.
200 Wilmot Rd.
Deerfield, IL 60015
walgreens.com/topic/sr/sr_diversity_home.jsp

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