

2023

# Enabling Healthy Communities

Environmental, Social and Governance (ESG) Report

#WeAreWBA



Walgreens Boots Alliance



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Walgreens Boots Alliance, Inc. ("Walgreens Boots Alliance" or "WBA" or the "Company") is an integrated healthcare, pharmacy and retail leader with a long-standing heritage of caring for customers and patients.

References in this Environmental, Social and Governance Report ("ESG Report" or "Report") to the "Company," "WBA," "we," "us," or "our" refer to Walgreens Boots Alliance, Inc. and its subsidiaries, and in each case do not include unconsolidated minority-owned entities and majority-owned subsidiaries acquired during the fiscal year.

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### FOR MORE ABOUT THIS REPORT

For additional information or inquiries on this report, please contact us at [ESG@wba.com](mailto:ESG@wba.com).

# About This Report

GRI 2-3, 2-5

**Walgreens Boots Alliance, Inc. publishes this report on an annual basis to transparently disclose its Environmental, Social and Governance ("ESG") targets and achievements. This report includes forward-looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. See cautionary note regarding forward-looking statements on page 128.**

## Reporting standards

Our ESG Report has been prepared in accordance with the Global Reporting Initiative ("GRI") Universal Standards. The Report also contains disclosures following the Sustainability Accounting Standards Board ("SASB"), and the Task Force on Climate-Related Financial Disclosures ("TCFD") reporting standards and definitions, and this report serves as the Company's Communication of Progress as a participant of the United Nations Global Compact ("UNGC").

## Reporting period

The reporting period covered in this report is September 1, 2022 to August 31, 2023, unless otherwise stated. Our fiscal year ends on August 31, and references herein to "fiscal 2023", "fiscal 2022", and "fiscal 2019" refer to our fiscal years ended August 31, 2023, August 31, 2022, and August 31, 2019, respectively.

## Reporting boundaries<sup>1</sup>

The performance and other data contained in this report focus on the achievements and plans of Walgreens Boots Alliance, Inc. and its subsidiaries. More on our approach to ESG reporting can be found on page 9.

## Reporting assurance

Deloitte & Touche LLP reviewed specified indicators within this report in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA). Deloitte & Touche LLP has been ratified as our independent registered public accounting firm at our annual meeting of stockholders. Their limited assurance report can be found on pages 119-120.

## Data management process

We have a company-wide approach to recording, measuring and reporting ESG performance, including a set of reporting criteria and a set of ESG measures and performance indicators. Across all of our businesses, we capture data on corporate giving, carbon emissions, energy use, waste by disposal method, employee retention and diversity, and use the data to inform and assist in the development of individual ESG programs. In addition, in the U.S. Retail Pharmacy and U.S. Healthcare segments we capture data on employee race and ethnicity, and for our owned brands we collect data on palm oil and packaging. In January 2023, Village Practice Management Company, LLC ("VillageMD") acquired WP CityMD TopCo ("Summit Health-CityMD"), a provider of primary, specialty and urgent care. Consistent with past acquisitions, we take one calendar year to integrate all data capture and reporting processes. As such, Summit Health-CityMD data included in this report is limited to workplace figures. All Summit Health-CityMD data will be presented in the fiscal 2024 report.

The data presented within this report reflects the operations of the company during fiscal 2023 and was produced in accordance with the Basis of Presentation, which can be found on pages 121-122 of this report. Our Statement of Greenhouse Gas (GHG) Emissions for fiscal 2023 and its limited assurance from Deloitte & Touche LLP can also be found on pages 119-120.

ESG performance data are collected comprehensively on an annual basis. All submissions by individual businesses are prepared by local finance and ESG champions and are reviewed by executives and senior finance leaders. In fiscal 2016, WBA collected environmental and social data across its operations for the first time, forming the baseline for our fiscal 2017 and fiscal 2018 CSR Reports. We reset baselines for our environmental performance metrics in fiscal 2019 because, for the first time, we included energy and waste data from 1,932 Rite Aid stores. This was done to provide meaningful comparatives as required by the GHG Protocol. While most of our environmental performance data has a 2019 baseline year, there are a few exceptions which are clearly stated.

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 the footnotes of our data tables.

<sup>1</sup>On June 1, 2021 the Company completed the sale of the majority of the Company's Alliance Healthcare business as well as a portion of the Company's retail pharmacy international businesses in Europe ("discontinued operation") to Cencora, Inc. ("Cencora"), formerly known as AmerisourceBergen Corporation. Disclosures in this report reflect continuing operations only. Certain prior period data, primarily related to discontinued operations, have been recast to conform to the current period presentation.

# A Message to Our Stakeholders

GRI 2-3, 2-22

**It is a great honor to introduce our 2023 Walgreens Boots Alliance ESG Report in this landmark year, as Boots celebrates its 175th anniversary. It is a milestone that reinforces the vital role our incredible team plays in local communities across the world, serving the health and well-being of our patients and consumers.**

Our company's heritage and longevity are a testament to the hundreds of thousands of passionate people who work with us today and all of those who, throughout our history, have made us what we are. We are truly standing on the shoulders of giants.

It also provides us with a rich and unique opportunity to build upon nearly two centuries of insight into the ever-changing needs of consumers and the critical role we play in providing access to trusted pharmacy and healthcare services in the communities we serve and beyond. At a moment when, across the globe, we face significant challenges, we have never been more confident that our commitment to people and the planet will help us show up to meet, and exceed, the needs of our customers, patients, team members and communities for the future.

To succeed, we are committed to remaining agile. This provides us with an opportunity to bring fresh leadership and insight, while not wavering from our deep-rooted commitment to healthy communities, a healthy planet, a healthy and inclusive workplace and a sustainable marketplace.

In a world where topics such as climate change, affordable healthcare and cost of living impact healthcare systems, and in turn our consumers and our teams every day, we have stayed committed to addressing every opportunity we must improve health outcomes and overall well-being.

On climate change, our goal is clear. By 2030 we are targeting a 30 percent reduction of total Scope 1 and 2 emissions from a 2019 baseline. We will meet this by reducing our energy, waste, plastics and other raw materials.

Our consumers, patients and our team are all feeling the challenges of inflation and access to affordable healthcare. As a responsible

employer, we are focused on creating a safe and inclusive place to work, with competitive compensation and attractive benefits. Our work to contribute to a fair and equitable world, building a truly inclusive culture and fostering a diverse workplace has been recognized by the National Organization on Disability, the American Association for People with Disabilities, Seramount Top Companies for Executive Women, Stonewall, and others. We understand the need to keep up this work, as we continue to make investments that improve the prospects and environment for our people and our consumers.

We cannot achieve this alone, and indeed, our unwavering commitment to the United Nations Sustainable Development Goals underscores the power of great partnership in its 17th goal, *Partnerships for the Goals*. We work with many long-standing partners whose commitment to improving healthcare support and outcomes in local communities remains unwavering.

As we take a moment to reflect on the progress we have made, we are focused on our legacy for the future; addressing the most urgent needs for our people, patients and consumers today. We look forward to working with you over this next year as we continue to build on our progress, and appreciate your thoughts, feedback and ongoing collaboration.

January 24, 2024



Stefano Pessina  
Executive Chairman  
Walgreens Boots Alliance, Inc.



Tim Wentworth  
Chief Executive Officer  
Walgreens Boots Alliance, Inc.

# Q&A With Our ESG Committee Chair

GRI 2-22

**This is a significant year for WBA as Boots celebrates 175 years while Walgreens and Farmacias Benavides are 123 and 107 respectively. What is the secret to this longevity?**

To understand this requires us to look back at where we started. Every day, I take inspiration from the incredible people who founded our company or who have shared their passion and vision over the years. From John Boot to Charles Walgreen, we have remained committed to providing trusted pharmacist support to bring affordable community healthcare to all.

Our vision today remains to be the leading partner in reimagining local healthcare and well-being. Our health-centered ESG strategy plays an integral role in our ambition.

At the heart of that responsibility is delivering affordable, accessible and quality healthcare and we have always understood the power of partnerships to achieve this. We have many long-standing partnerships such as Vitamin Angels (globally and U.S.), Macmillan Cancer Support (UK), European Organisation for Research and Treatment of Cancer – EORTC (Europe and beyond) and Fundación Alma (Mexico). Over the past eight years, we have donated \$373 million<sup>1</sup> to support the health and well-being of the communities we serve.

It is the dedication of our team members that brings these partnerships to life. They are on the front lines, and we thank them for their efforts.

**Speaking of team members, what do you value most about their contribution?**

Our people make us who we are: the service we give, the products we make, the positive impact we have; it is their desire to innovate and imagine the future that ensures we continue to move forward. Take, for example, our brands Liz Earle, Soap & Glory and 17 which have all achieved Cruelty Free International Leaping Bunny approval, and, this year, following huge strides in packaging in 2022, No7 launched its most inclusive skin care range yet: Future Renew.

Creating a culture where innovation thrives has always been in our DNA; in 1934 Boots introduced the five-day working week and were

early pioneers of extended education for young employees. Today, we believe that providing learning and development opportunities for our 331,000 team members is no less essential. Since launching in 2013, Walgreens University has provided training, leadership development and career advancement for team members at all levels.

My roots are in pharmacy, and with our experienced leaders, I am committed to fostering an environment for personal and professional growth for the long term.

**Last year you set ambitious health equity goals. How have you performed?**

We introduced goals on key ESG topics including reduction of carbon emissions and waste as well as driving our inclusive culture with a focus on women in leadership, supplier diversity, people of color and people with disabilities. I am pleased to confirm that we exceeded most of our goals<sup>2</sup>, including a nearly 3 percentage point increase in U.S. team members identifying as having a disability and continued strong progress to reducing carbon emissions by 25 percent from our 2019 baseline. I invite you to read more in this Report.

**What does the future hold for ESG at WBA?**

Our health-centered ESG strategy remains as relevant today as it always has been. In 2023 we completed our first forward looking double materiality assessment which, once again, reinforced our focus supporting the health and well-being of people, patients and customers, communities and planet. It is my continued pleasure to Chair the WBA ESG Committee and I would like to thank the WBA Board, my fellow committee members, our teams and our incredible partners around the world for their unwavering commitment.



Ornella Barra

Chief Operating Officer, International and Chair of the Environmental, Social and Governance Committee



<sup>1</sup>Cash and Non-cash valuation of community contributions. Further details on page 46. <sup>2</sup>U.S. People of color goal partially achieved.

## Our Purpose, Vision and Values

GRI 2-22

### OUR PURPOSE

More joyful lives through better health

### OUR VISION

To be the leading partner in reimagining local healthcare and well-being for all.

### OUR VALUES AND BEHAVIORS

Walgreens Boots Alliance takes seriously its aim of more joyful lives through better health, reflected in our core values:



#### COURAGEOUS

Challenging the status quo, addressing conflict directly and driving informed risk-taking



#### CONNECTED

Reflecting the communities we serve, understanding the needs of others and innovating together



#### COMMITTED

Leading with integrity, building on our legacy and striving boldly toward the future



#### CURIOS

Continuously learning and adapting, following the science and the data and creating paths where none existed

## At a Glance<sup>1</sup>

GRI 2-1, 2-2, 2-6, 3-3, 201-1



Headquartered in Deerfield, Illinois



More than 331,000 employees



A presence in nine countries



Approximately 13,000 stores and pharmacy locations globally



1 manufacturing facility, 53 distribution centers, 10 micro-fulfillment centers, 1 prescription mail service facility and 50 principal office facilities



Sales of \$139.1 billion in fiscal 2023

**Walgreens Boots Alliance is an integrated healthcare, pharmacy and retail leader serving millions of customers and patients every day, with a long-standing heritage of caring for communities. A trusted, global innovator in retail pharmacy with approximately 13,000 locations across the United States, Europe and Latin America, WBA plays a critical role in the healthcare ecosystem.**

The Company is reimagining local healthcare and well-being for all as part of its purpose – to create more joyful lives through better health. WBA is going beyond pharmacy to coordinate with health plans and health systems, as well as with providers to engage patients in underserved communities to help improve the quality of care and outcomes, while also lowering overall costs. The Company offers a connected healthcare experience that can help drive better outcomes within communities, as it continues to accelerate the shift to value-based care, which prioritizes the quality of patient care over the quantity of services provided. Our deepened focus

on healthcare includes expanding services across primary, multi-specialty and urgent care providers serving patients in traditional clinic settings, in patients' homes and virtual platforms.

The Company operates in three reportable segments: U.S. Retail Pharmacy, International and U.S. Healthcare. Our retail and business brands include retail drugstores Walgreens, Boots, Duane Reade and Benavides and product brands include No7, Soap & Glory, Free & Pure, NICE!, Liz Earle, Botanics, Sleek MakeUP and YourGoodSkin. For more on WBA owned brands see page [85](#).

<sup>1</sup>As of August 31, 2023. On October 31, 2023, the Company completed the sale of Farmacias Ahumada business in Chile.

# Fiscal 2023 Achievements and Recognition

GRI 3-3, 413-1

## Healthy Communities

Helping communities thrive by improving the health of our neighbors is at the heart of WBA. Whether we are investing in programs to support people living with health conditions or addressing availability of vaccines, vitamins or mental health services, we understand that it takes advocacy, collaboration and leadership to build healthy communities.

In fiscal 2023, our partnership with Vitamin Angels achieved a major milestone celebrating **10 years** of partnership and reaching **over 400 million** women and children with life-changing vitamins

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Boots has completed over **100,000** appointments for the NHS research program Our Future Health which aims to develop new ways to prevent, detect and treat diseases

[Page 36](#)

In fiscal 2023, Walgreens distributed flu shot vouchers worth **over \$1.8 million** to bring our total since 2019 to **\$8.6 million**

[Page 39](#)



In its 14-year partnership, Boots UK and Macmillan Cancer Support have raised almost **£22 million (\$26,739,000)**

[Page 49](#)

**Over 400** Walgreens locations offered free HIV testing on National HIV Testing Day on June 27, 2023

[Page 36](#)

Over the past eight years, WBA has donated **\$373 million<sup>1</sup>** to support the health and well-being of the communities we serve

[Page 46](#)

Boots Soltan brand **no longer produces** sunscreen with SPF under 30 for adults to encourage sun safety as part of our longstanding partnership with Macmillan Cancer Support

[Page 49](#)



Boots Ireland raised funds for **340** nights of care (\$135,000) for the Irish Cancer Society Night Nursing service for 2023 Daffodil Day

[Page 50](#)



Since the inception of our partnership with The Hygiene Bank, Boots & No7 Beauty Company have donated over **1.5 million** products to over **700** donation locations across the UK

[Page 50](#)

Walgreens has engaged **200,000** students through Expressions since the program began in 2009

[Page 53](#)

## Healthy and Inclusive Workplace

When we can be our full selves at work, we create an environment that is welcoming and inclusive. Throughout WBA's history, we have worked to ensure our team members feel supported and celebrated, knowing our strength as a business lies with our people.



Award winning DEI strategy - Disability:IN recognized Walgreens as its **'Employer of the Year'**

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In fiscal 2023 WBA introduced **Health Equity goals for People of Color, Women in Leadership and individuals with disabilities**, committing to achieving more equitable representation throughout the organization

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**Belong at Boots Ireland**  
Walgreens Boots Alliance



**Working Parents & Caregivers**  
Walgreens Boots Alliance

Across WBA, Business Resource Groups (BRG) continue to flourish. More than 6,200 employees have joined at least one of our 24 BRGs. We recently introduced two new groups

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Boots UK and No7 Beauty Company continued their focus on **supporting people through menopause** by becoming the first health and beauty company to receive a **menopause-friendly employer accreditation**

[Page 59](#)



The Prince's Trust partnership with Boots UK has supported over **500** young people through employability programs since its inception

[Page 49](#)



WBA once again achieved **Bronze status** in the Stonewall Equality Index and Boots placed **139th** in the Stonewall Workplace Equality Index (UK) for LGBTQ+ inclusion

[Page 61](#)

<sup>1</sup>Cash and Non-cash valuation of community contributions. Further details on page 46.

# Fiscal 2023 Achievements and Recognition

GRI 3-3, 413-1

## Healthy Planet

## Sustainable Marketplace

The climate crisis is also a health crisis, presenting even greater challenges for the health and well-being of our communities. As leaders in our industry, WBA remains committed to meeting our reduction targets for emissions, waste and plastic and expanding efforts around recycling and awareness of our impacts.



Following the introduction of Health Equity Goals in the first year, WBA globally **met its targets** which include targets associated with waste and emissions

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Boots Thailand changed from offering plastic to paper carrier bags in stores

[Page 82](#)



Recycle at Boots scheme **expanded** into Republic of Ireland with a further **50 store locations**

[Page 82](#)

In fiscal 2023, the Environmental Protection Agency (EPA) again named Walgreen Oshkosh<sup>1</sup> a **SmartWay High Performer**

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In fiscal 2023 WBA **reduced** Scope 1 and 2 carbon emission by 3.7%, bringing our reduction to 25% compared with our 2019 baseline. This represents over 80% completion of our goal of 30% reduction by 2030

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Boots Ireland **achieved zero waste to landfill** for the second consecutive year

[Page 80](#)



Boots UK **reduced** food waste by 36%, keeping Boots UK on track with the goal to reduce food waste by 50% by 2030

[Page 80](#)



Boots **no longer sells wet wipes made with plastic fibers**. In fiscal 2023, Boots sold over 800 million wipes from 140 product lines across its skincare, baby, tissue and health care ranges and is actively supporting a UK ban on plastic wipes

[Page 82](#)

WBA continued to grow and expand supplier participation in our online sustainability assessment tool THESIS growing by 68% for owned brands. Suppliers engaging with the tool now represent over \$1.3B cost of goods

[Page 88](#)

Walgreens **exceeded** its target of spending \$700 million with diverse Tier 1 suppliers in the U.S. by \$26 million

[Page 90](#)

Boots owned-brand cotton wool products are now **Global Organic Textiles Standard (GOTS)** certified

[Page 93](#)

WBA reported out to Roundtable on Sustainable Palm Oil (RSPO) as an entire organization for the first time. Boots and No7 Beauty Company exceeded **80% physically certified** RSPO palm oil in their owned brand products

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The 17. brand has joined Liz Earle, Botanics, A Little Something and Soap & Glory in achieving **Cruelty Free International Leaping Bunny approval**

[Page 91](#)



No7 Beauty Company launched its **most inclusive skincare brand yet: Future Renew**

[Page 95](#)

Liz Earle Beauty Co and the World Wildlife Fund (WWF) created a **three-year partnership** to restore biodiversity

[Page 87](#)

Expanded Boots and No7 Beauty Company owned-product categories made from recycled or natural materials, including reusable makeup remover pads, cleansing pads, reusable baby wipes, lipsticks, compacts and Botaniq eyewear

[Page 94](#)

<sup>1</sup>Walgreen Oshkosh is a subsidiary of Walgreens.

# Our Approach to ESG

GRI 2-5, 3-3

## A healthy and inclusive planet for all

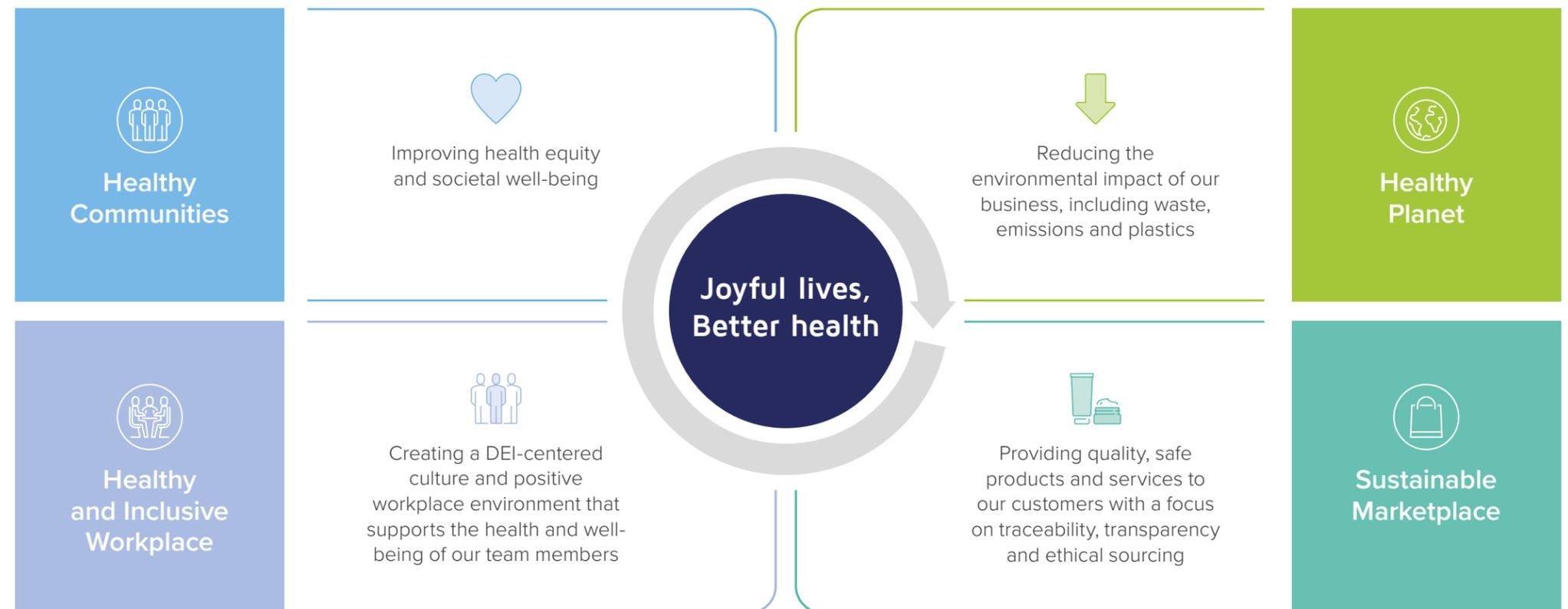
**At WBA, our health-centered ESG strategy is concentrated on four focus areas: Healthy Communities, Healthy and Inclusive Workplace, Healthy Planet and Sustainable Marketplace. All of our ESG efforts are embedded in our broader business strategy and are at the center of our corporate vision to be the leading partner in reimagining local healthcare and well-being for all.**

Our drive to deliver healthcare and support for local and global communities stems from our business values and is evidenced through our day-to-day operations. These essential commitments shape our approach to ESG, which is central to fulfilling our purpose to help people live more joyful lives through better health. Healthcare is at the center of our ESG framework, reflecting our operations and our corporate vision to be the leading partner in reimagining local healthcare and well-being for all. Our corporate responsibility efforts are embedded in our business strategy, which includes commitments to serve the needs of every community and create greater access to care. WBA operates a fast-changing global business that continues to affect the health and social landscape.

We continue to provide essential products and services while remaining diligent in our responsibility to keep our people and customers safe,

as well as updating our ESG programs to reflect the changing needs of global communities. As demand for sustainable products continues to grow, we have expanded our goals across No7 Beauty Company and within owned brands to reduce negative impacts on the planet and improve our responsible sourcing practices. More information on this can be found in the Sustainable Marketplace section of the report.

Our ESG strategy includes permanent, ongoing consultations with a range of stakeholders who have joined us in agreement that we can have a profound impact on the world by working to improve health access and affordability, with a particular emphasis on health equity. We are increasingly aware of the links between the environment, climate change, equity and health. Our sustainability targets on emissions and plastics support a healthy planet and healthy communities.



Boundaries for information presented within this report are evaluated based on the location and level of impact WBA has on each ESG material topic. Details on the boundary for each topic can be found in the relevant sections of the report.

## Our approach to reporting

GRI 2-5

**WBA continues to enhance the transparency and credibility of its ESG disclosures using widely accepted sustainability reporting standards that provide confidence in our ongoing corporate responsibility efforts and progress.**

### Global Reporting Initiative (GRI)

Consistent with past reports, our fiscal 2023 report has been prepared in accordance with the GRI Universal Standards.

### Sustainability Accounting Standards Board (SASB)

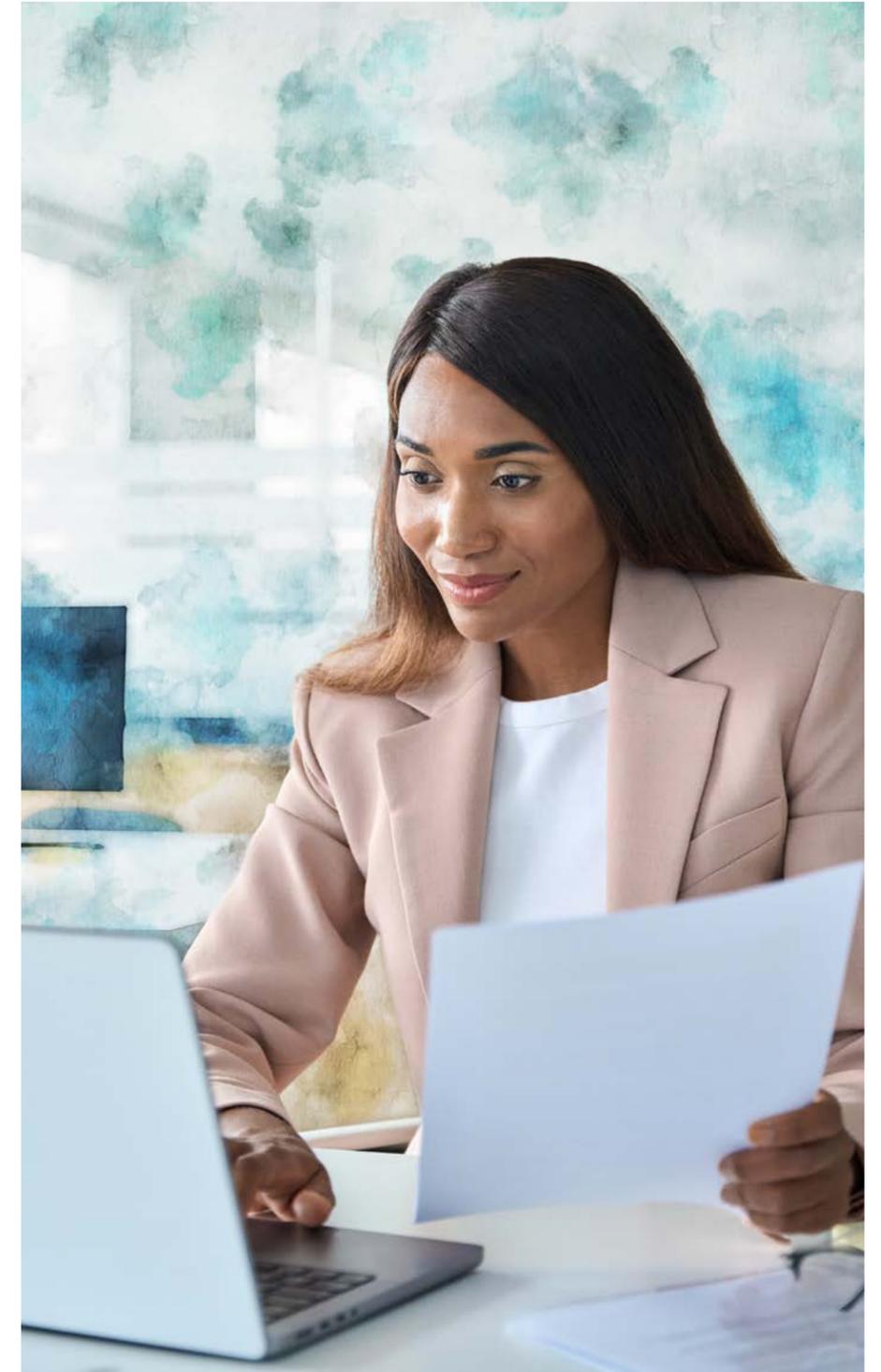
This is our fourth year reporting against the SASB Standards, and our second since SASB was made part of the International Sustainability Standards Board (ISSB) of the IFRS Foundation. We disclose metrics as part of the drug retailers industry, which includes companies that operate retail pharmacies and distribution centers that supply retail stores.

### Task Force for Climate-Related Disclosure (TCFD)

We report in alignment with the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations. To meet these guidelines, we are actively analyzing scenarios to identify and assess climate-related risks and opportunities, as well as evolving our governance, strategy, risk management, metrics, and targets accordingly.

### United Nations Global Compact (UNGC)

WBA is a participant in the UNGC, a voluntary leadership platform of responsible business practices. The UNGC is a call for companies 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 goals and issues embodied in the United Nations' Sustainable Development Goals (SDGs).





## ESG Materiality

GRI 2-25, 2-29, 3-1, 3-2, 3-3

**Keeping with best practices in sustainability reporting, WBA conducts a materiality assessment at least every three years to understand our impacts, encourage insightful stakeholder dialogue, inform our sustainability strategy and form the basis for our ESG reporting. We systematically survey a range of global stakeholders to understand the issues they see emerging over the next decade that will potentially impact WBA and their interaction with the Company.**

This report was prepared using WBA's 2020 materiality assessment and includes the 2020 matrix. Our sustainability strategy during the fiscal period was guided by the materiality assessment conducted in 2020 (see our [2021 ESG Report](#) for topic definitions and more information).

Consistent with best practices, the 2020 assessment was reviewed at the beginning of fiscal 2023 to ensure that the material topics outlined represented our most significant impacts.

In response to this review, WBA conducted a new ESG materiality assessment which was finalized at the end of fiscal 2023. It is our first materiality assessment to consider double materiality by identifying ESG topics that are most material from both financial and impact perspectives to our Company. The assessment was conducted in alignment with leading market practice from the Global Reporting Initiative (GRI) and the European Union Corporate Sustainability Reporting Directive (EU CSRD). The 2023 matrix will be published in next year's report.

# Materiality matrix

The matrix at the right shows the results of our 2021 materiality assessment that identified the issues most material to the business from an ESG perspective.

- Healthy Communities
- Healthy and Inclusive Workplace
- Healthy Planet
- Sustainable Marketplace
- Governance and Economic

## DISCOVER

To preview the WBA 2023 Double Materiality matrix visit the Report Resources page on our [website](#).



<sup>1</sup>Importance rankings are based on the weighted average from four sources of stakeholder input: consumer survey (50%), internal stakeholder survey (20%), external stakeholder survey (20%), Datamaran inputs (10%).

### WBA 24 Priority Topics alignment to the United Nations Sustainable Development Goals

	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
1 Access to affordable and quality healthcare	●	●	●		●					●	●		●			●	●
2 Product safety			●									●				●	●
3 Reduce negative impacts of plastic						●		●	●			●	●				●
4 Responsible and ethical supply chains	●				●			●							●	●	●
5 Employee health, safety and well-being			●					●		●			●			●	●
6 Diversity, equity and inclusion	●		●		●			●		●						●	●
7 Data privacy and security								●								●	●
8 Waste management			●			●			●			●	●	●	●		●
9 Human rights	●	●			●			●		●			●		●	●	●
10 Prescription drug abuse			●							●						●	●
11 Consumer health education and marketing			●	●		●						●	●			●	●
12 Community engagement and partnerships	●	●	●	●	●			●		●	●	●	●		●	●	●
13 Energy use and climate impacts			●				●	●	●		●	●	●	●	●		●
14 Employee wages and hiring practices	●	●	●		●			●		●							●
15 Product packaging						●			●			●		●	●	●	●
16 Environmental impacts of materials			●			●			●			●	●		●	●	●
17 Product labeling and transparency												●	●			●	●
18 Cancer care and prevention			●	●													●
19 Corporate governance				●	●			●								●	●
20 Product end-of-life						●			●			●	●		●		●
21 Customer responsibility						●											●
22 Chemical use and management												●		●	●		●
23 Supplier diversity and inclusivity					●			●		●						●	●
24 Innovation and digitalization									●							●	●

## Commitments and Progress



### Healthy Communities

#### Improving health equity and societal well-being:

- A specific focus on health equity addressing access to local, quality healthcare
- Partnerships and investments that focus on creating meaningful impact in the health of our communities



#### Our Targets

##### Achieved in fiscal 2023:



**Walgreens:** Raise **more than \$25 million** for the Susan G. Komen and The Leukemia and Lymphoma Society. **Exceeded.**

##### By fiscal 2024:



**WBA:** Provide **100 million vaccinations** for children in developing countries through "Get a Shot. Give a Shot." and the UN Foundation. **On track.**

##### By fiscal 2025:



**WBA:** Help **500 million** women and children by providing vitamins and minerals through Vitamin Angels. **On track.**



### Healthy and Inclusive Workplace

#### Creating a DEI-centered culture and positive workplace environment that supports the health and well-being of our team members:

- Ensures employees are cared for as whole people and provided with an opportunity where they can show up as their authentic selves
- Reflects the diversity of perspectives, backgrounds and cultures in the communities where we live and work



#### Our Targets

##### In fiscal 2023:



**WBA International:** Maintain baseline of women in leadership from fiscal 2023. **Exceeded.**



**Walgreens:** Increase women in leadership by 2.1 percentage points over previous year's baseline. **Exceeded.**



**Walgreens:** Increase representation of people with disabilities across the Company by 0.7 percentage point over previous year's baseline. **Exceeded.**



**Walgreens:** Increase people of color by 0.7 percentage point over previous year's baseline. **Partially achieved, 0.5 percentage point.**

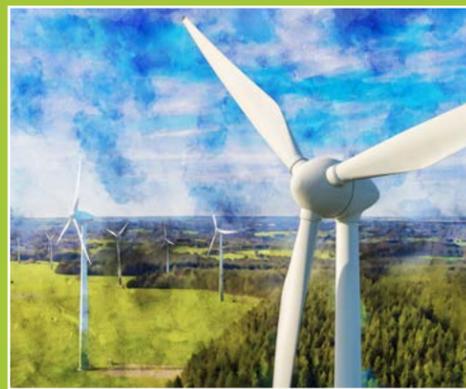
## Commitments and Progress



### Healthy Planet

Reducing the environmental impact of our business, including waste, emissions and plastics:

- Continuing to reduce and optimize use of energy across our operations
- Reducing the negative impacts of plastics and waste in our operations and seeking to increase reuse, recycling, recycled content and recovery to enable circular systems



#### Our Targets

##### By fiscal 2030:



**WBA: Reduce** absolute Scope 1 and Scope 2 global carbon emissions by 30 percent, as compared with 2019 baseline.  
**On Track.**



**Boots UK: Reduce** food waste by 50 percent from the 2015 baseline, as part of WRAP Food Waste Reduction Roadmap.  
**On Track.**

##### By fiscal 2040:



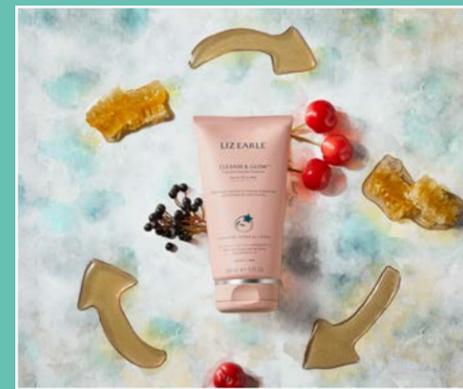
**British Retail Consortium Climate Roadmap, Boots UK:** Support the UK's wider net zero transition by collaborating with other UK retailers on a roadmap for the industry to achieve complete net zero emissions by 2040, including net zero Scope 2 emissions by 2030 and Scope 1 emissions by 2035.  
**On Track.**



### Sustainable Marketplace

Providing quality, safe products and services to our customers with a focus on traceability, transparency and ethical sourcing:

- Managing the end-to-end sustainable lifecycle of our owned brand products
- Addressing environmental and social impacts and opportunities by increasing traceability, transparency and diversity across our suppliers and within our supply chain



#### Our Targets

##### Achieved in fiscal 2023:



**Boots and No7 Beauty Company:** Achieve 80 percent certified RSPO (Roundtable on Sustainable Palm Oil) palm oil through physical certification.  
**Exceeded.**



**Walgreens:** Source 100 percent of palm oil from Roundtable on Sustainable Palm Oil (RSPO) certified sources, physically certified and credits.  
**Achieved.**  
Each following year, Walgreens aims to increase the physical certified portion by 5 percent.  
**On Track.**



**Walgreens: Increase spend** with Tier 1 diverse suppliers to \$700 million, from \$625 million in fiscal 2022.  
**Exceeded.**

##### By fiscal 2025:



**Boots and No7 Beauty Company: Achieve** the UK Plastics Pact 2025 targets: 30 percent reduction in plastic packaging compared with fiscal 2018 baseline; 100 percent of plastic packaging reusable or recyclable by consumers; and achieve 30 percent average recycled content across plastic packaging.  
**On Track.**

##### By fiscal 2030:



**Walgreens:** Achieve 30 percent reduction in plastic packaging compared with fiscal 2020 baseline; 100 percent of plastic packaging reusable or recyclable by consumers; and achieve 30 percent average recycled content across plastic packaging.  
**On Track.**



### GET IN TOUCH

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

# Stakeholder Engagement

GRI 2-12, 2-28, 2-29, 3-1, 3-3

**Engaging and collaborating with our stakeholders helps us address the most relevant ESG issues for our Company and deliver products and services that make positive impacts in the communities we serve. We regularly consult with our internal and external stakeholders across a range of sectors, geographies and organization types and sizes to receive their feedback on our strategy and performance in the areas where we have the greatest impact. Each of these engagements seeks the stakeholder’s unique and valued opinion on specific areas. However, certain topics are addressed across groups given their propensity to touch every area of our business, such as: health equity; healthcare costs; DEI; responsible and ethical sourcing; and prescription drug and opioid abuse. These topics have a broad impact across all business areas, so we require all stakeholders to provide feedback on our approach and management.**

Stakeholders impacted by and who influence our business, such as customers, stockholders and nonprofit groups, frequently approach us with issues during our regular engagements. During fiscal 2023, we meaningfully engaged stakeholders proactively on numerous matters for which we can have significant impact and are aware of evolving expectations. This proactive engagement covered topics such as health equity; vaccine equity; plastic packaging; beauty industry sustainability; and DEI.

In the following pages (16-18) you will find the form and frequency of engagement with key categories of stakeholders during fiscal 2023, their expectations, matters they raised and actions we have taken to address them.

## Nongovernmental organizations

Our relationships with nongovernmental organizations (NGOs) and long-standing charity partnerships are cultivated in the areas we desire to make the greatest impact: removing barriers to access and identifying social determinants to improve health equity. Other topics we have engaged with partners on at the national and international level include poverty, disease prevention, mental health, dementia and cancer. Through these partnerships that often span years, and even decades, we can define areas of need and advance our mutual goals. Through the support of and interaction with NGOs and charity partners, we are prioritizing our efforts on the factors where we can have the most positive impact.

Our engagement with stakeholders is done through regular surveys, conference participation and meetings. We met with key charity partners and NGOs at least quarterly in fiscal 2023. Discussions covered a range of topics including climate impacts and reduction strategies, our supplier diversity, product considerations (labeling, ingredients, transparency, safety) and community engagement and partnerships. These engagements translated to a number of actions, chief among them including a carbon emissions reduction target, a vaccine equity initiative in the U.S. to address vaccine hesitancy and expanded mental health training for employees and pharmacists.



## Investors and lenders

We hold frequent dialogue with investors and lenders through regular outreach via our investor relations and governance teams, annual meetings and quarterly earnings calls. We also conduct proactive outreach to our financial stakeholders. Ahead of our annual meeting of stockholders, we conducted robust shareholder engagement to gain insight into institutional investors' view of our ESG and compensation practices and to continue to strengthen the Company's relationships with key shareholders. Discussions centered around executive compensation, climate risk and transparency, leadership diversity, supplier inclusion, prescription drugs and other pressing issues. A major part of these conversations focused on how we set priorities and goals, as well as identifying areas to drive impact and progress. Our engagement with these stakeholders reiterated the importance of many of our existing ESG programs and strategies.

## Government bodies and agencies

Government bodies and regulatory agencies are a priority stakeholder group for WBA. We frequently engage with government institutions and agencies across all levels — national, international, and local — around affordable access and quality healthcare, transparency, prescription drug abuse, affordability, sustainability and workforce development.

We worked closely with governments and municipalities to reach underserved communities and address accessibility barriers. These efforts are especially crucial at a local level where our collaboration with municipalities gets at the heart of improving health at personal levels.



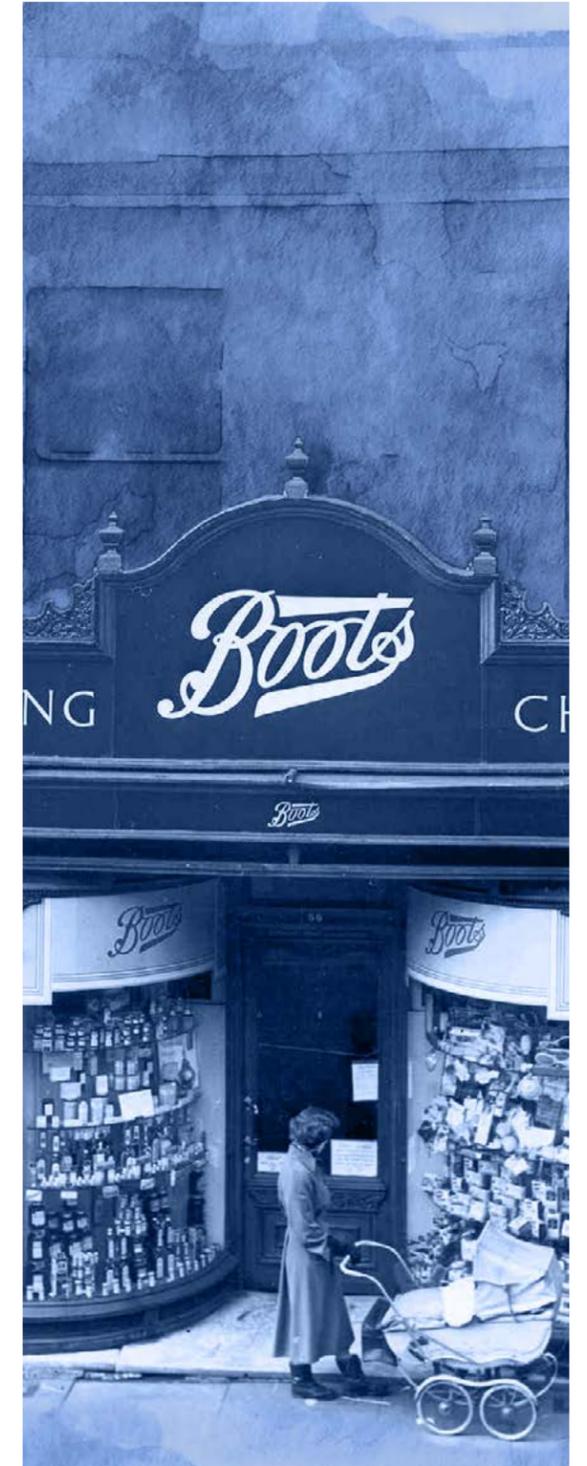
## Internal stakeholders

We focus on improving the health and well-being of our employees through comprehensive benefits, inclusive culture building and opportunities for career development. We strive to mirror the communities we serve and know that the needs of our team members reflect those of their communities. To engage on issues that matter most, we keep an open dialogue with employees at all times through annual employee surveys and offer informal platforms for discussion. We also provide performance reviews and development programs and hold regular listening sessions. In practice, our internal engagement leads to training and upskilling, modifications to benefit offerings and financial and mental health support. Our Business Resource Groups (BRGs) are another way we engage with internal stakeholders to directly tie back to the business. Employees can connect with others having similar experiences, which fosters a sense of community and creates additional leadership opportunities for team members to express insights to management.

WBA conducts twice-annual employee feedback surveys and regular performance reviews and appraisals, in addition to quarterly town halls and regular email and bulletin board communications. These engagement methods cover topics including employee health, safety and well-being, and talent development and compensation practices.

## Communities

Our local communities are the foundation of our business; when they thrive, we thrive. Our ESG strategy is designed to improve societal health and well-being while providing economic opportunities in our communities. Our engagement with these priority stakeholders spans hundreds of grassroots organizations, retail pharmacy operations, partnerships with trusted institutions and intentional outreach through ESG initiatives and media engagement. Our dialogue with these groups seeks to eliminate barriers to access and address the needs of communities, like prescription drug affordability and vaccine equity. Understanding the needs of and collaborating with these stakeholders is core to our success as a business. We rely on our communities to help us identify growth opportunities and support one another to overcome challenges by taking our listening exercises and engagements as seriously as possible. Our employees are also a key pillar of our community engagement due to their dedication to volunteering time and funding in the places where they work and live.





## Suppliers

Our desire for responsibility extends throughout our value chain and beyond. We pride ourselves on creating and building close relationships with suppliers and how they reflect our values. We understand the link between ethical behavior, sustainability and respecting human rights when it comes to implementing our ESG strategy. As such, our [Supplier Code of Conduct](#) clearly outlines our expectations informed by regular assessments, policies and communications. Through our Global Supplier Sustainability Program, annual supplier conferences, regular surveys (some of which include sustainability components), risk assessments and trainings, we routinely align with stakeholders by sharing our ESG goals. Responsible sourcing at WBA means collaborating with suppliers to respect and maintain human rights and improve diversity, in addition to prioritizing operational sustainability.

Another crucial part of our engagement with suppliers is to ensure safety in the products and services we consume and sell by auditing the facilities, policies, procedures and practices of our suppliers. We consider these quality control activities to be indicative of something more than a license to operate — we require these standards of all our supplier partners, whether evaluated within a quarterly business review or a single interaction.

## Patients and customers

We maintain regular contact with our customers and patients through purposeful stakeholder engagement and daily interactions to understand what they need from us. These groups provide valuable insight into opportunities for us to foster trust while holistically serving the whole patient. Our interactions with these groups are a dialogue that gets to the heart of our purpose: creating joyful lives through better health. Engagements focus on healthcare and service needs, front of store products, payment options and optimizing benefits from insurance providers. Through surveys, social media, retail pharmacy interactions and our ESG initiatives, these groups provide input on everything from our community partnerships to healthcare accessibility and product transparency.

## Academics

Our engagement with academics is primarily focused on building a stronger, more diverse pharmacy talent pipeline. Additionally, the research done by this group is a key factor in addressing the world's most pressing health and well-being challenges. Whether supporting ongoing research partnerships and presentations or participating in conference and roundtable speaking opportunities, our academic stakeholder engagement is critical to achieving our ESG strategy.

## Media

Media plays a critical role in educating the public about health issues and communicating accurate health and science information is critical to public health and safety. As such, we prioritize close relationships with key media to properly reach customers and patients around the healthcare topics they need to know about. In addition to providing educational resources through our media contacts, these stakeholders help us tell our business story to target audiences. We are in constant communication with the media to properly disseminate our message and understand public sentiment through regular, proactive outreach conducted by our media and investor relations teams, in addition to individual meetings.

## Peers and industry groups

We are constantly engaging with our peers and industry trade groups. Through collaborative projects, meetings and regular dialogue, individual interactions and more, we discuss retail and pharmacy topics. From solving industry challenges as a retailer to minimizing virgin plastics in supply chains, we lean on our peers and fellow industry groups to help us move forward. We are collectively pushing one another to improve our sustainability, access to healthcare, data privacy and security, removing barriers and more. These engagements keep us accountable to one another and result in a more successful business operation and happier customers.

## Memberships and associations

GRI 2-28

**WBA, its businesses, and employees participate in numerous nongovernmental and advocacy organizations, industry associations, organizations and networks. This collaboration is central to our corporate responsibility and ESG agenda because we cannot make meaningful change on our own. Select memberships and associations include:**

- American Pharmacists Association (APhA)
- American Society of Health-System Pharmacists (ASHP)
- Beyond 34: Scaling Circularity for a Sustainable Economy
- Black Young Professionals (BYP)
- British Beauty Council
- British Retail Consortium (BRC)
- The Business Council
- Business for Societal Impact (formerly the London Benchmarking Group (LBG))
- Business in the Community (BITC)
- Business in the Community Ireland (BITCI)
- The Business Roundtable
- Carbon Disclosure Project (CDP)
- Community Pharmacy (CP) England; CP Northern Ireland; CP Scotland; and CP Wales
- Company Chemists Association (CCA)
- Cosmetic, Toiletry and Perfumery Association (CTPA)
- Cosmetics Europe
- The Council for Responsible Nutrition
- Cruelty Free International Leaping Bunny
- The CSR & ESG Board
- Diversity in Retail
- EcoBeautyScore Consortium
- EuroCommerce
- European Retailers Palm Oil Group
- Forum for the Future
- Global Reporting Initiative (GRI)
- Global Organic Textiles Standard (GOTS)
- Global Shea Alliance (GSA)
- Henpicked
- HITRUST
- How2Recycle™
- International Federation of Pharmaceutical Wholesalers (IFPW)
- International Health Partners
- Industry Council for Packaging and the Environment (INCPEN)
- Institute of Corporate Responsibility and Sustainability (ICRS)
- Irish Business and Employers Confederation and Retail Ireland (IBEC)
- Irish Organic Association
- Irish Pharmacy Union
- National Association of Chain Drug Stores (NACDS)
- National Council for Mental Wellbeing
- National Association of Specialty Pharmacy
- On-Pack Recycling Label (OPRL)
- Palm Oil Transparency Coalition (POTC)
- Pharmaceutical Society of Ireland (PSI)
- Pharmacist Advice and Support Service (PASS)
- Pharmacist Support
- Pharmacy Technician Certification Board (PTCB)
- Proprietary Association of Great Britain (PAGB)
- Purple Tuesday
- RangeMe
- REPAK
- Retail Energy Forum
- Retail Excellence Ireland
- Retail Industry Leaders Association (RILA)
- Retailer Palm Oil Transparency Coalition
- RE-TURN
- Roundtable on Sustainable Palm Oil (RSPO)
- Stonewall
- Sustainable British Beauty Council (SBBC)
- Sustainable Medicines Partnership (SMP)
- Sustainable Packaging Coalition
- Sustainable Packaging Initiative for Cosmetics (SPICE)
- Sustainable Procurement Pledge (SPP)
- The Sustainability Consortium
- United Nations Global Compact (UNGC)
- U.S. Business Action to End HIV
- U.S. Environmental Protection Agency (EPA) SmartWay Program
- Waste and Resource Action Program (WRAP)
- World Wide Fund for Nature (WWF)



# Governance



# Governance

GRI 2-9, 2-10, 2-12, 2-13, 2-14, 2-23, 2-24, 2-26, 3-3

**We are committed to transparent reporting in all aspects of our business, including around our ESG activities and goals progress. As we continue our transformation to a healthcare company, we are increasingly focused on health equity and ESG. Our ESG strategy is a key pillar of our purpose and is overseen by the WBA ESG Committee, which reports on a bi-annual basis to the WBA Nominating and Governance Committee of the Board.**

The Nominating and Governance Committee oversees the ESG agenda on behalf of the [board of directors](#) (Board) and receives updates on the full range of activities undertaken by the Company, including, but not limited to:



Conducting a WBA-wide materiality assessment at least every three years



Tracking ESG-related long-term strategic partnerships and their impact



Managing WBA's engagement with external stakeholders and other interested parties regarding ESG-related matters



Integrating ESG processes into WBA's broader business, social and environmental risk management program and reputation management priorities



Ensuring WBA is taking appropriate measures to successfully prioritize and implement ESG projects



Reporting progress against WBA Health Equity Goals quarterly to WBA Board



Ongoing review of ESG-related policies and publication of policy statements



Monitoring and benchmarking best industry ESG practices



Continuing limited assurance by Deloitte & Touche LLP for certain reported data and disclosures



Participating regularly in various external ESG disclosure surveys



Assessing the outcomes of our organization's impact on the economy, environment and people in coordination with the WBA ESG committee



**MORE INFO**

More information on material risks is included in WBA's most recently filed [2023 Annual Report](#).

More information on the Board's involvement, evaluation, compensation, tenure, gender, ethnicity and conflict-of-interest processes can be found in the [2024 Notice of Annual Meeting and Proxy Statement](#).

**Corporate governance and risk management**

GRI 2-9, 2-10, 2-12, 2-13, 2-14, 2-23, 2-24, 2-26, 3-3, 405-1<sup>1</sup>

**Our commitment to strong governance and risk management processes is clearly prioritized. We are dedicated to continuously looking for ways to improve these practices because they are essential to achieving our objectives and being a responsible organization.**

Much of our governance work is underpinned by our health equity framework where we seek to prioritize key areas that impact health and well-being, especially for disproportionately impacted, underserved communities and recognize the irrefutable connection between the health of people and the health of our planet. This is of the utmost importance to our organization and has the support of leadership at all levels.

Our board of directors, comprised of a majority of independent directors, is actively engaged in strengthening our governance practices and providing oversight of the Company's strategic, operational, potential and actual risk and financial matters. This engagement enables the Board to fulfill its fiduciary duties to our stockholders and steer the long-term success of the Company. 36 percent of the board are female and 100 percent of our board are over the age of 50.

**Board diversity matrix**

The table below provides certain highlights of the composition of our Board members as of December 8, 2023. Each of the categories listed in the table below has the meaning as it is used in Nasdaq Rule 5605(f).

**Board Diversity Matrix (as of December 8, 2023)**

Total Number of Directors					11
	Female	Male	Non-Binary	UD <sup>2</sup>	
<b>Gender Identity</b>					
Directors	4	7	-	-	
<b>Demographic Background</b>					
African American or Black	1	-	-	-	
Asian	-	1	-	-	
White	3	6	-	-	
LGBTQ+			1		

<sup>1</sup>Board and senior leadership diversity disclosure is GRI 405-1 specified disclosure and is within the Deloitte & Touche LLP review scope as detailed on pages [119-120](#).

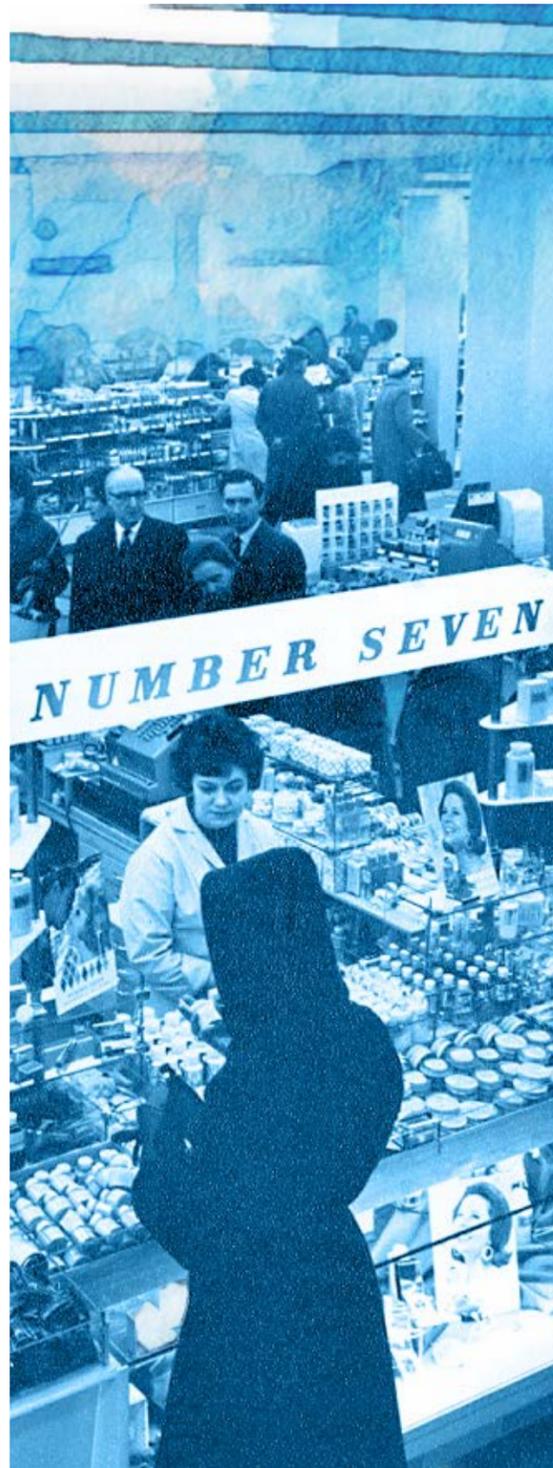
<sup>2</sup>UD = undisclosed

Our Board's oversight extends to our ESG program. Biannually, the [Nominating and Governance Committee](#), made up of independent directors, reviews our ESG reporting policies and activities and assesses our risk management in those areas.

The [Audit Committee](#) regularly reviews and discusses the key risks identified in the Company's Enterprise Risk Management (ERM) program with leadership, their potential impact on us and our operations, and our risk mitigation strategies and related disclosure matters. These risks may be related to climate change, sustainability and other ESG-related matters. The Governance Risk and Compliance Committee, composed of senior management, works in tandem with the Audit Committee to ensure all levels of leadership are involved in the discussion and articulation of WBA's top risks. We routinely evaluate our risk mitigation activities, and when risks are identified above a certain threshold, WBA works to develop action plans with timelines and responsibilities that are monitored and reported upon following implementation.

The WBA ESG Committee plays a key role in providing further oversight and governance of our ESG program. This committee meets four times a year to review our ESG program, policy statements, evolving ESG-related regulations, social and environmental risks and progress toward achieving our ESG goals, including our goal to drive responsible sourcing practices throughout our supply chain, protecting human rights and engaging with suppliers around ethical and environmental issues. Ornella Barra, Chief Operating Officer, International, chairs this committee. Members of this committee include other senior executives from across our key businesses and departments (operations, legal, human resources, accounting, finance, public affairs and communications). The WBA ESG Committee sets and approves our ESG commitments and targets and oversees our progress. The committee also approves the outcome of our regular assessments, annual objectives and ESG Report. Our ESG governance was further strengthened during fiscal 2023 in our International segment when senior leaders from No7 Beauty Company, Global Sourcing and International Retail came together to form the Sustainability Committee.

We recognize in our fiscal year 2023 Annual Report that the long-term effects of global climate change present both physical risks (such as extreme weather conditions or rising sea levels) and transition risks (such as regulatory or technology changes), which are expected to be widespread and unpredictable. We disclose more information on the actions taken stemming from the completed climate scenario analysis and identified risks and opportunities within the TCFD Response of this report on page [111](#) and within our Annual Report on page 23. The Company will monitor best practices for disclosing physical and transition risk and opportunities associated with climate change and will continue to evolve our reporting.



## Policies

GRI 2-23, 2-24, 2-27, 3-3, 403-4

WBA is committed to creating a clean, safe and respectful environment for our entire value chain. We understand good governance is underpinned by accessible, objective policies and clear behavior expectations that are consistent throughout the organization, regardless of geography or level. As such, we have outlined how we expect our people to behave through robust organization-wide and business segment-specific policies that incorporate internationally accepted human rights. These policies are how we hold ourselves to a high standard of conduct.

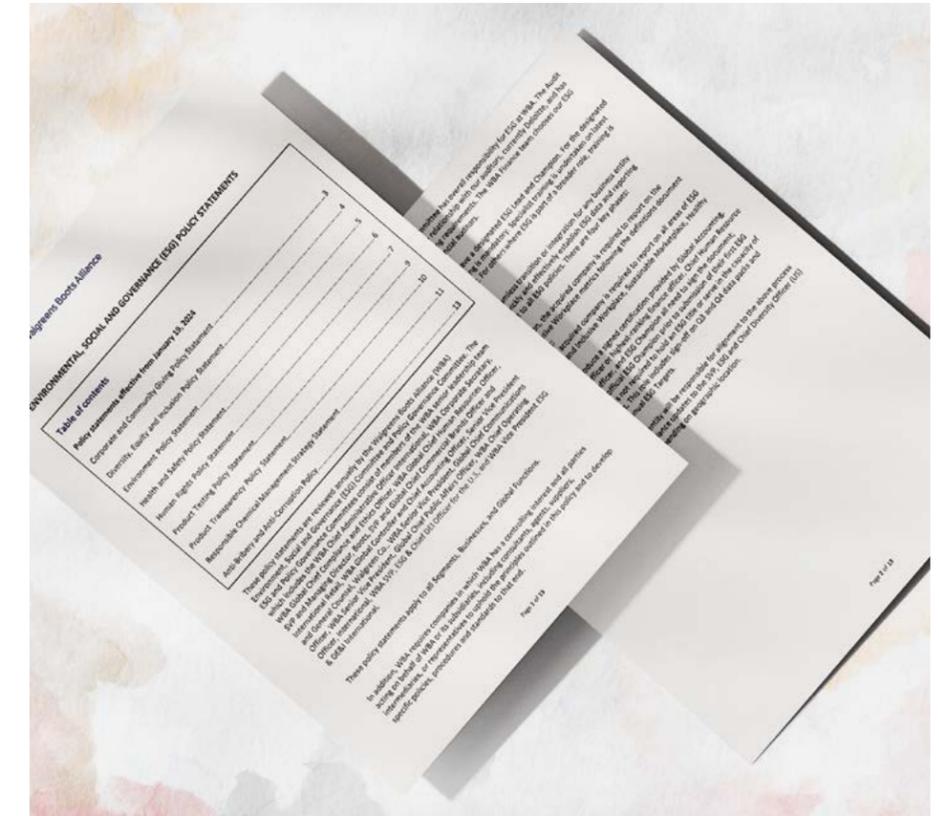
Our Company's policies cover a range of topics, from environmental impact and compensation to data privacy and procurement practices. We are dedicated to upholding and implementing new policies where needed because clear guidance is a pillar of successful governance. New policies are developed in accordance with regular due diligence that cover a range of topics, including human rights. Internal policies are reviewed at least every two years, while external policies are reviewed annually. These documents are made available to all relevant parties through our intranet and corporate website, including external partners and suppliers. Functional leadership within WBA for each of our internal policy commitments rests with designated employees at the executive level as delegated by the Board to the WBA Finance Committee, CEO and Global CFO, in addition to segment CFOs and other relevant management. Each business must also have executives at the Operating Committee level responsible for implementation and management of all internal policies.

We require all team members to familiarize themselves and comply with requirements of all internal policies, in addition to following our Code of Conduct and Ethics, Ethical Trading Standards, standards for Enterprise Risk Management Policy, Environmental, Health and Safety and all published WBA internal controls relevant to their operational duties. We hold presentations and training with relevant parties, as stipulated in select policies, with frequency dependent on business and role. These accountability actions and our work with accredited third-party auditors and extensive organizational policy library available to relevant stakeholders are how we hold ourselves accountable.

First and foremost, we prioritize creating and encouraging a safe environment for employees, customers, patients, contractors and suppliers across all our business segments. We continuously work to improve our management of health and safety guided by the WBA Health, Safety and Environmental (HSE) Committee and WBA HSE policy. Within the WBA HSE policy, employees can find guidance on reduction and mitigation processes, in addition to guidance on determining corrective actions for workplace incidents and investigations.

As a community pharmacy and healthcare provider, everything we do, everything we sell, every supplier we work with and everything in between has a far-reaching impact. We are committed to respecting and upholding the dignity, well-being and human rights of every individual affected by our business activities, including our patients and customers, employees, suppliers and local communities. This commitment applies to all Walgreens Boots Alliance affiliates and extends to respecting all internationally recognized human rights as detailed in the United Nations Guiding Principles. Our [Human Rights Policy Statement](#) is based on the International Bill of Human Rights and adopts the core labor standards from the United Nations' International Labor Organization. This commitment also extends to fairly compensating our people. Please see page [101](#) for additional information on our living wage efforts.

All of these values and more are explicitly laid out in our [ESG Policy Statements](#), which are available on our website. These statements shape our approach to our sustainability and ESG activities and help ensure we are working the right way.



## Code of conduct and ethics

GRI 2-26, 3-3

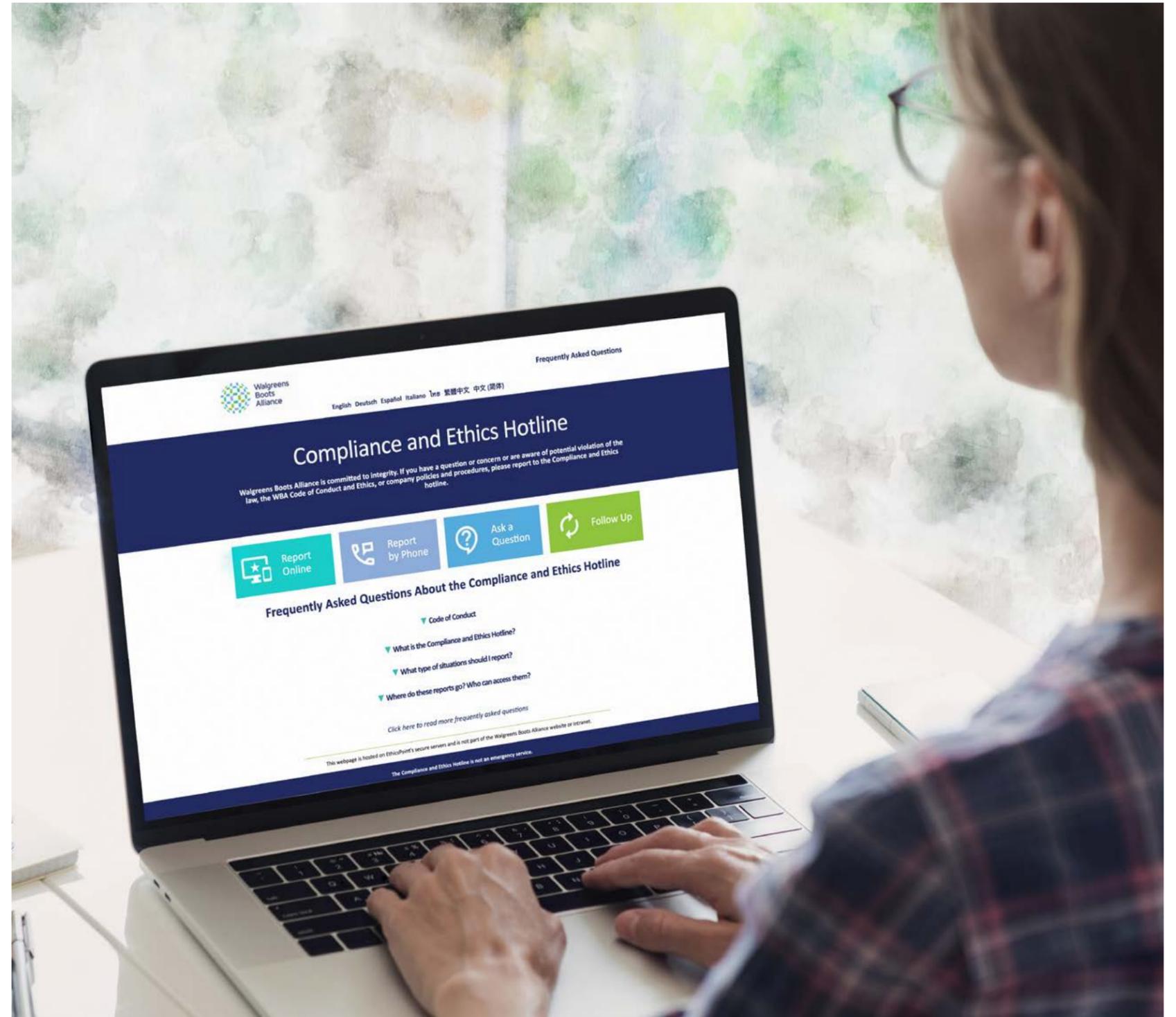
The WBA [Code of Conduct and Ethics](#) is our compass for how we behave. It guides us as a company, a team and individuals to make ethical decisions that stay true to our values while abiding by the laws and regulations in the places where we do business. We rely on our code to support us in doing what is right in our fast-paced, dynamic environment. The code also supports strong governance of our behaviors and our approach to ESG.

The code extends to our Board; Company officers; team members; team members of our subsidiaries; officers and employees of any business in which WBA or a subsidiary has a controlling interest; and parties acting on behalf of WBA or its subsidiaries, including consultants, agents, suppliers, intermediaries or representatives. We expect everyone at WBA to read, understand and commit to complying with our code.

As part of our “speak up” culture, our confidential Compliance and Ethics Hotline and online portal [wba.ethicspoint.com](http://wba.ethicspoint.com) are available for any team member to raise concerns about inappropriate business conduct or unethical behavior. The hotline is managed by an independent third party and is available 24/7 in local languages.

We expect our people to behave ethically and responsibly when acting on our behalf and as their own representative. This extends to all levels of our organization, including our Board. Further guidance on conflicts of interest at the Board level can be found within section 16 of the WBA [Corporate Governance Guidelines](#) and in the [2024 Notice of Annual Meeting and Proxy Statement](#).

More information on our corporate governance guidelines and the code of conduct, including mechanisms for reporting suspected violations of the Code of Conduct and Ethics, concerns about ethics and questions about applying our code, can be found on our corporate website [here](#).





**DISCOVER**

Please see pages [16-19](#) for how we have engaged with priority stakeholders on health and safety matters.

Please see page [58](#) for further details on employee and workplace safety.

# Health and Safety

GRI 2-26, 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 416-1, 416-2, 417-1, 417-2, 417-3

**WBA is committed to creating and encouraging a safe environment for employees, customers, patients, contractors and suppliers across all our business segments. We continuously work to improve our management of health and safety guided by the WBA Health, Safety and Environmental (HSE) Committee and WBA HSE policy. Within the WBA HSE policy, employees can find guidance on reduction and mitigation processes, in addition to guidance on determining corrective actions for workplace incidents and investigations.**

## Patient safety: Pharmacy dispensing

GRI 3-3, 416-1, 417-1

Dispensing and distributing pharmaceuticals is the most significant part of our business, with 62 percent of our sales in fiscal 2023 coming from the sale and distribution of prescription medications and pharmacy-related services. Millions of people count on us to safely dispense medications and we deliver on that promise everyday. Patient safety lies at the heart of our management of pharmacy operations. We strive to be the industry leader by continuously seeking ways to minimize risks to patients in our dispensing and pharmacy services.

In fiscal 2023, we continued providing pharmacists with training on how to appropriately manage clinical considerations in patient drug therapy through our clinical decision support software. In addition, we provide our pharmacists with a robust drug information library to help support their professional practice decisions.

All WBA pharmacy dispensing businesses annually review and evaluate pharmacy operations for compliance with our Pharmacy Operations Governance Policy. During fiscal 2023, 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. The forum included senior leaders and executives across the Company, including International Public Affairs, Pharmacy Quality and Patient Safety and Ethics and Compliance, among others.

Additional information on patient safety can be found on the following page.

### Annual pharmacy operations reviews include the following:



Monitoring procedures for the professional qualifications for pharmacists and pharmacy-related employees



Processes to facilitate compliance with pharmacy staff professional development requirements



Processes to help ensure concerns about pharmacy professionals' fitness to practice are referred to the appropriate regulatory body when required by law



Compliance with safe storage, preparation, dispensing, compounding and sale and supply of medicinal products

Mechanisms for compliance with standard operating procedures across dispensing, pharmacist control checks, patient counseling, record keeping, management of controlled drugs and narcotics, medicines date checking, quality assurance, error management and other issues



Recording, managing and reporting of dispensing errors, including a formal review process and action planning to minimize the risk of such errors occurring

<sup>1</sup>GRI 416-1 required disclosures are within the Deloitte & Touche LLP review scope as detailed on pages [119-120](#).



There are also obligations on pharmacists to confirm products are sourced via a licensed and legitimate supply chain.

Our pharmacy systems are designed for the safe dispensing of medications. Our standardized dispensing processes detail each step in the fulfillment process, from receipt of prescription through consultation and dispensing of the medication. There are multiple digital safety checks, including bar code scanning, safety-enhancing automation processes and digital safety alerts utilizing cutting edge technology. To help ensure patient safety, our prescription labels are designed to meet both regulatory requirements and our internal standards. Descriptions of medications are affixed to each prescription dispensed, and each prescription is dispensed with a patient leaflet that informs patients of the name and use of the medication, potential adverse reactions, information about drug interactions, safe medication disposal and other important health information. At Walgreens, this information is available in 14 languages, and additional services are available for hearing and visually impaired patients.

In fiscal 2023, we operated 10 microfulfillment centers supporting roughly 4,000 stores. By the end of fiscal 2024, we plan to operate 14 centers to continue driving significant efficiencies and cost savings.

All WBA businesses must have documented processes in place to facilitate the collection of key performance metrics on health and safety, including pharmacy incidents. Safety performance is supported by robust systems such as continuous quality improvement (CQI) programs, procedures and monitoring to reduce and prevent incidents.

Our CQI programs support and uphold our long-standing patient safety culture by empowering and encouraging all team members to report pharmacy incidents, near misses and overall safety opportunities to the U.S. Patient Safety Research Foundation, a patient safety organization listed with the Agency for Healthcare Research and Quality (AHRQ). Multiple safety data sources are reported and analyzed, and opportunities for process, systems, physical environment and educational materials are constantly evaluated. Technology and process solutions as well as ongoing team member activities and training are developed based on the evaluation of results.

Walgreens continues to maintain National Association of Boards of Pharmacy (NABP) accreditation for Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS). It is also accredited for Community Pharmacy, being recognized for an advanced level of patient care services, quality and safety. In addition, Walgreens has current chainwide Community Based Specialty (CBS) Utilization Review Accreditation Commission (URAC) accreditation for specialty pharmacy as well as Accreditation Commission for Health Care (ACHC) accreditation for select CBS sites. URAC and ACHC are independent third-party organizations that provide healthcare accreditations based on industry standards.

## Product safety

GRI 3-3, 416-1<sup>1</sup>, 416-2, 417-1, 417-2, 417-3

At WBA, product safety is the foundation to our commitment to our customers. We ensure our owned brand products — spanning health, beauty, home and cleaning products, food, paper goods and other categories — are rigorously analyzed for compliance with all applicable laws and regulations along with our own high performance, safety, and quality standards. We proactively seek feedback on our products and services, and address those incidents that don't meet our customers' needs, expectations and our own high standards.

Manufacturers of our owned brand products use a third-party product testing lab that we select to validate safety and quality before our products reach our customers and patient.

We have established a multistage product testing program to ensure products are tested across the full product lifecycle. Our program builds in required and periodic testing from independent third-party laboratories validating that quality, safety, compliance and applicable regulatory standards have been satisfied, including but not limited to analytical tests (chemical / composition), performance tests (durability / functionality), packaging validation (labeling) and flammability standards. See page 96 for additional information on our marketing and labeling practices.

Our suppliers are expected to implement best practices, including clearly defined and well-documented good manufacturing and quality processes, training and record keeping. Through our rigorous supplier and vendor qualification process and factory assessment process, we evaluate our suppliers' ability to deliver consistent, safe and quality products. WBA reserves the right to audit supplier manufacturing sites of products in non-regulated categories.

Our Quality team helps ensure customer feedback is actively reviewed and analyzed. If we learn about an issue with one of our products, our quality incident process is activated and we systematically investigate, take corrective action, and, when necessary, quickly withdraw the product from our stores and e-commerce platforms. If a product needs to be withdrawn from the market, we ensure it is not sold by issuing a lock on the product at our distribution centers, at point of sale in the store and online. We take our customers' safety seriously, and understand their desire to know more about the products they used and consume, and so provide information for any recalled owned brand products. These details are available anytime on our websites for [Walgreens](#) and [Boots](#).

<sup>1</sup>GRI 416-1 required disclosures are within the Deloitte & Touche LLP review scope as detailed on pages 119-120.

# Information Security

GRI 3-3, 418-1

**We understand the importance of 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 the confidentiality, integrity and availability of our IT systems are maintained.**

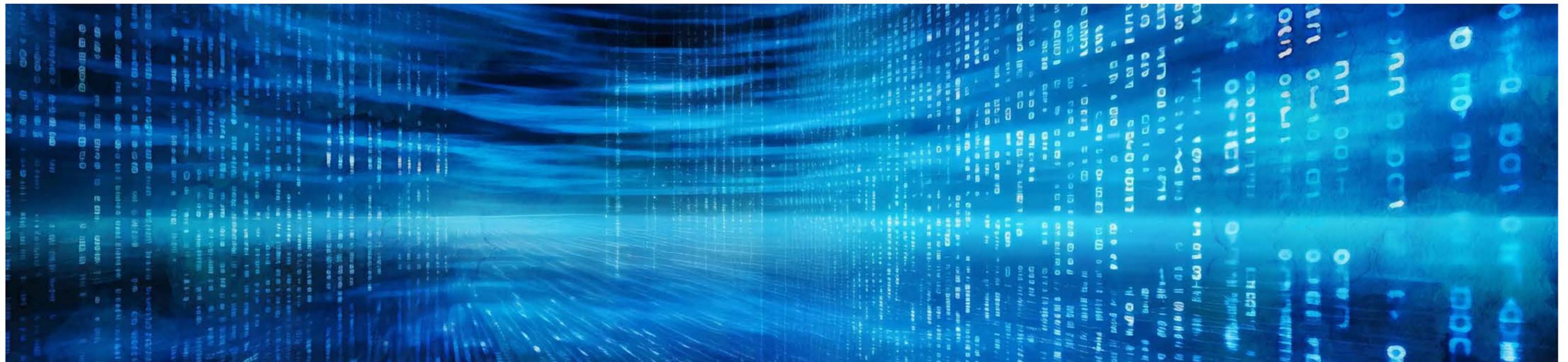
During fiscal 2023, the Global Chief Information Security Officer role reported directly to Walgreens Chief Information Officer and the International Chief Information Officer who jointly oversaw the security of the Company's computer systems, data, networks and other assets, with oversight from the Audit Committee. The Walgreens and International Chief Information Officers reported to a member of the Executive Management team and into the Audit Committee. The Company conducts multiple information security audits and vulnerability assessments on different sections of our IT systems, data and networks on at least an annual basis. WBA also has an information security incident response team 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 industry 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 assess the security and privacy controls around Walgreens

patient data. HITRUST certification is valid for two years and was last renewed in December 2023. WBA works with an independent assessor to conduct interim assessments to ensure continued adherence to HITRUST requirements. Additionally, Walgreens is subject to an annual Payment Card Industry (PCI) assessment that includes a review of our policies and procedures to protect Walgreens customer credit card data.

Building and nurturing a culture of security is key to protecting information. New employees receive training on a variety of issues, including security and privacy. This training is embedded in our security fundamentals training, which is refreshed on an annual basis. This training applies to pharmacists, pharmacy technicians, retail team members and team members at our support offices.

We also build awareness about phishing through regular employee campaigns. Training and information is available to employees on our corporate intranet sites. Additionally, we use screen savers, timely internal news articles and other communication channels to engage employees about the importance of being alert to cybersecurity risks.



# Patient and Customer Privacy

GRI 3-3, 418-1<sup>1</sup>

**As a global healthcare leader and retailer, personal information is provided to WBA through purchasing and filling prescriptions, enrolling in promotional and loyalty programs, registering on our websites or otherwise communicating with us. We are committed to protecting patient and customer privacy and data with leading data protection standards.**

The Global Chief Privacy Officer oversees the privacy of WBA's patient, consumer and employee data, with oversight from the Audit Committee. We conduct privacy impact assessments regularly. Our privacy program reporting is shared with the Audit Committee on a routine basis.

We are transparent with our customers about how we use their data. Statements are posted on our websites and include information about data usage and safeguards. We publish our policies about individual rights requests regarding the use and deletion of personal information for customers in applicable jurisdictions. We comply with EU and UK law on data protection and privacy. Our policy is to notify all data subjects of reportable data incidents in accordance with applicable laws. In the U.S., where approximately 80 percent of the WBA personal health data resides, the Health Insurance Portability and Accountability Act (HIPAA) privacy rule compliance program incorporates administrative, technical and physical safeguards. Under our HIPAA policy, we receive written authorization from the data subject where required, and collection and processing are limited to the stated purpose. We also have a program to receive, investigate and respond to privacy complaints.

Annual privacy training is mandatory for applicable team members, including pharmacy, retail and support office. Applicable U.S. contractors are legally obligated to receive privacy training.

We also have policies and procedures in place that govern data transfers to third parties, including appropriate methods and controls, such as standard contractual clauses.



<sup>1</sup>GRI 418-1 required disclosures are within the Deloitte & Touche LLP review scope as detailed on pages [119-120](#).



# Healthy Communities

## Our Targets

### Achieved in fiscal 2023:



**Walgreens:** Raise more than **\$25 million** for the Susan G. Komen and The Leukemia and Lymphoma Society. **Exceeded.**

### By fiscal 2024:



**WBA:** Provide **100 million vaccinations** for children in developing countries through "Get a Shot. Give a Shot." and the UN Foundation. **On track.**

### By fiscal 2025:



**WBA:** Help **500 million** women and children by providing vitamins and minerals through Vitamin Angels. **On track.**





*A Letter From...*

## Alethia Jackson

Senior Vice President of ESG and Chief DEI Officer, Walgreens Boots Alliance

**In this milestone year, I feel privileged to be part of an incredible team that follows a long tradition of healthcare pioneers, who are committed to enabling healthier communities across the U.S. and around the world. Community is the backbone of our society and as recognized by the World Health Organization, health is the underpinning of productive, resilient and stable economies. Our commitment to championing healthier communities is of critical importance to current and future generations.**

We understand that our work globally entails us taking a local approach to meeting the specific needs of communities and that's where partnerships are invaluable. Over the past eight years, WBA has donated \$373 million<sup>1</sup> to support the health and well-being of the communities we serve. Our work includes partnering with our consumers, governments, charities, non-governmental organizations, industry bodies and other healthcare providers on disease prevention, detection, treatment, and education. We have also worked closely alongside our partner organizations to address social determinants of health, support people living with cancer in the U.S., UK, and Ireland, Mexico, Thailand and across Europe, and support youth mental health and awareness across the U.S. Together with our partners we are uniquely able to support our patients, our consumers, and our communities and have a long-term impact.

Our work with our partners and in our stores provides tangible and visible examples of what we mean by health equity. Our ambitions are bold. This includes overcoming barriers to medication adherence, providing greater access to care regardless of an individual's personal background, addressing cost challenges or providing vaccine or

testing equity. This work is embedded in who we are as a company. Every day our team members engage with patients and customers globally and seek to improve their health and well-being. In 2023, the World Health Organization (WHO) confirmed climate change as an urgent threat to pregnant women, newborns and children and I am enormously proud to mark our 10-year anniversary with Vitamin Angels. With the support of our customers, team members and their incredible network, we have helped reach over 2.6 million expectant mothers and their babies in the U.S. and Puerto Rico, and over 400 million women and children around the world with life-changing vitamins and supplements.

I invite you to read in this chapter all that we have done to build on our long and rich heritage of reimagining how local healthcare improves societal health and well-being, and what we are doing to enable communities to bring about more joy through better health.



<sup>1</sup>Cash and Non-cash valuation of community contributions. Further details on page [46](#).



# Health Access and Awareness

GRI 3-3, 203-1, 203-2, 413-1

## Health equity

GRI 3-3, 203-1, 203-2, 413-1

We strive to provide essential care to the communities in which we are embedded. As one of the world's largest providers of pharmacy and other healthcare services in local communities around the world, WBA understands the needs of the communities we serve. WBA is uniquely positioned to make an impact on healthcare access and affordability. You can learn more about our endeavors to improve access to healthcare for millions of people on the following pages. These efforts are reflected throughout our business activities, advocacy work and ESG initiatives.

## Championing health equity

GRI 3-3, 413-1

The COVID-19 pandemic taught us valuable lessons about the important role our stores, services and pharmacy team play in the health of our communities. We see our pharmacists as our frontline educators. They are not only accessible in the communities where they work but are also often active and trusted members of those communities.

Walgreens and other pharmacies were able to make a huge impact throughout the COVID-19 pandemic. Between February 2020 and September 2022, it is estimated that services provided by pharmacies such as administering vaccines and antiviral medications helped to save over 1 million lives and avoid over 8 million hospitalizations in the U.S. Through new policy changes coming out of the COVID-19 pandemic, Walgreens will continue its work to increase access to vaccines and healthcare services and reach underserved communities.



### The Company established three pillars by which we ensure our care remains accessible to communities:



#### Access:

78 percent of Americans live within 5 miles of a Walgreens or Duane Reade retail pharmacy. For those who do not, we continued the effort to go the extra mile to reach medically underserved communities with our mobile clinics. Our coach buses outfitted for health providers traveled coast to coast, meeting people where they were while distributing thousands of vaccines and other services.



#### Partnerships:

We understand that to reach those who need the most help, we cannot work alone. In fiscal 2023 the Company hosted over 1,000 clinics to address vaccine hesitancy and provide vaccines — working with community organizers and faith-based organizations to major companies. These events and partnerships have been instrumental in breaking down barriers and providing the tools needed to engage communities and overcome obstacles to care. Additionally, these partnerships will be leveraged across other health services.



#### Education and information:

We are committed to ensuring our communities have access to the information necessary to promote good health outcomes. Because our pharmacy team members live and participate in the communities they serve, they are seen as a credible source of information among their community members. Our pharmacy team members are actively combating misinformation and encouraging healthcare access.

Across these pillars, Walgreens is focusing on 4 key activation areas: social determinants of health, vaccination and testing, medication adherence and chronic care management and wellness and care.

In fiscal 2023, Walgreens launched the Health Equity Champions Network. Health Equity Champions connect team members and customers to the work Walgreens does in health equity and serve as a point of contact for health equity work in their region.

The work we have done to establish internal forums for improved awareness, transparency and knowledge sharing regarding health equity is demonstrative of our organizational focus on health equity and empowering each employee to be a health equity ambassador.





As the largest pharmacy in the UK, Boots is uniquely positioned to address health equity and create greater access to health services across the country.

To help address health inequity in the communities we serve, Boots established the Health Equity Stakeholder Group in 2021. This group outlined four key themes that would guide store activities and internal initiatives to promote health equity across Boots UK:



**Turning awareness into advocacy:**

Ensuring all Boots communications are written through the lens of promoting equity in its education programs and services.



**Black, Asian and Minority Ethnic (BAME) inequalities:**

Recognizing the disparities in access to healthcare among Black, Asian and minority ethnic communities in the UK and working to achieve parity, especially in the treatment and prevention of COVID-19.



**Digital inequalities:**

We are committed to improving digital access to healthcare. Recognizing that — as of the latest Ofcom technology tracker data published in 2023 — seven percent of UK households do not have internet access, Boots is committed to maintaining care options that do not exclude those without digital access.

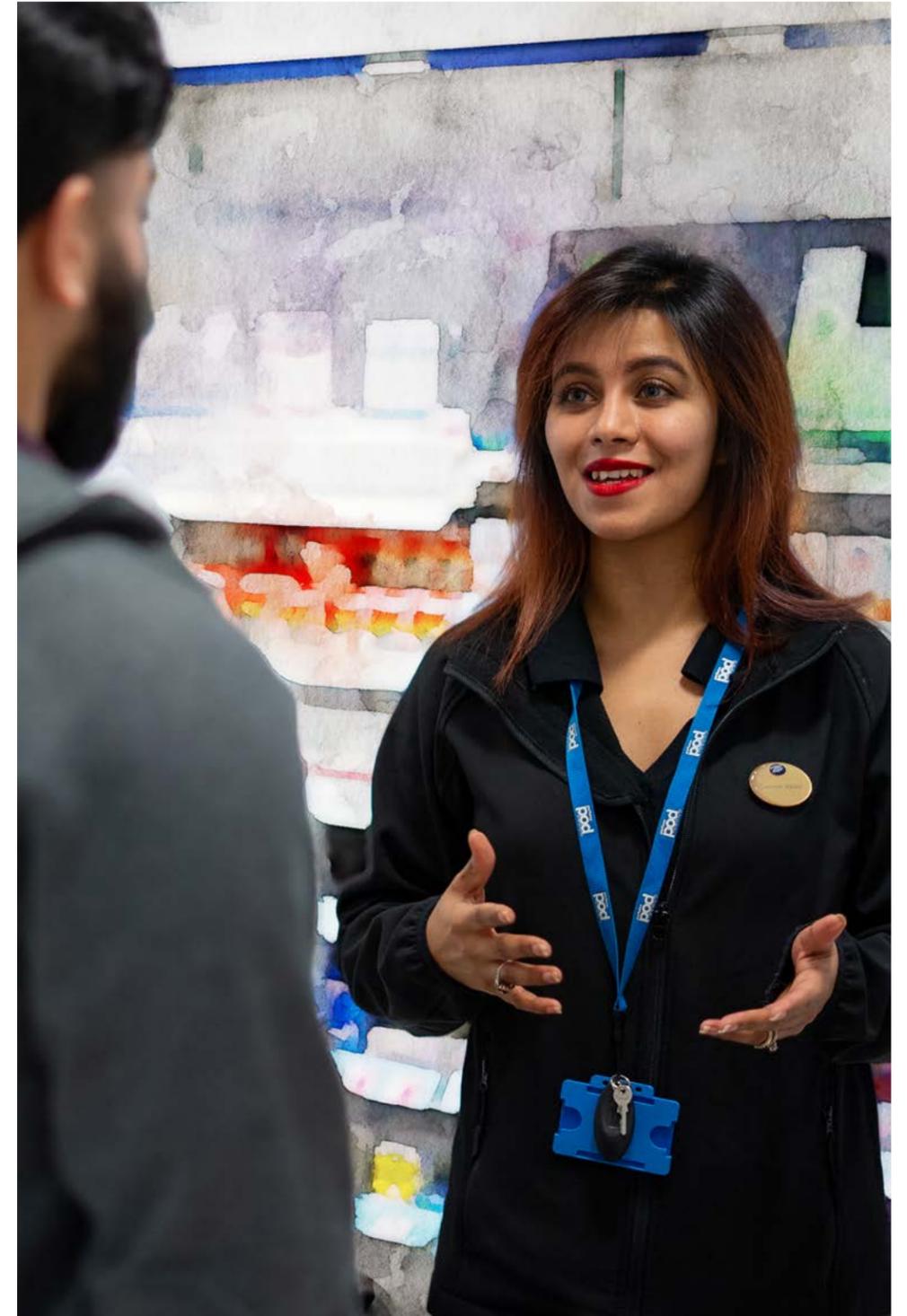


**Local solutions:**

Our pharmacists live and work in their local communities. We want our local teams to keep us apprised of inequalities they may encounter and feel empowered to suggest their own ideas about how to tackle them. At the same time, we will continue to empower our team members with research from our partners, including The Kings Fund, and shared best practices to address inequities together.

At the start of the 2022 calendar year, we established a network of Health Equity Champions across Boots UK. These champions work across the support office and stores to help ensure that new initiatives meet the standards of Boots' efforts to address health inequities. Whenever we launch a new initiative, the champion will ask their Boots team members to complete a Health Equity Assessment Tool (HEAT) to test the accessibility of the service in a range of scenarios, ensuring it has the best chance of reaching all members of the community.

In May 2023, Boots attended and presented at the NHS England Health Inequalities Improvement Board on “Improving Equity Access to Healthcare through Boots.” In the presentation, we discussed how Boots aligns with health equity goals from the NHS and is working to increase access to vulnerable communities, improve health outcomes and lower the cost of care for all.



# Access

GRI 3-3, 203-1, 203-2, 413-1

## Overcoming barriers to medication adherence

GRI 3-3, 203-1

**The failure to take medications as prescribed is associated with adverse health outcomes and rising healthcare costs. WBA strives to improve medication adherence by addressing systemic barriers to care. Barriers can include everything from a misunderstanding of prescription interactions with other drugs to a lack of access to transportation. Lack of insurance, financial insecurity, inconvenience and forgetfulness are also commonly identified as factors in adherence failure.**

Our pharmacists and healthcare providers take the extra step to help ensure adherence among their patients. Analytics help us predict the patients most likely to become non-adherent and identify custom ways to reach them and help them maintain their regimen. Adherence programs for the most complex treatments and disease-state management programs include phone, virtual and in-person consultations to address potential side effects and offer remedies, digital solutions including medication synchronization, delivery, consultations and patient education and efforts to connect patients to financial assistance to help them stay on track.

Our pharmacists are continuously learning and updating their training on common chronic conditions including hyperlipidemia and diabetes management. Recognizing that diabetes, high cholesterol and hypertension are prevalent among Americans, we tailored specific programs to help improve outcomes for patients living with these disease states. Across these conditions, Walgreens PDC (Proportion of Days Covered) rates improved by 0.3% in fiscal 2023 compared to fiscal 2022. PDC is a common measurement for adherence referring to the percentage of time a patient has medication available based on refill records.

Medication non-adherence remains a significant barrier to positive health outcomes for those with mental health conditions. To help support greater adherence, outcomes, and lower overall costs for patients and payers, Walgreens has added oncolytics, estrogen hormones, antiandrogens

and continuous glucose monitoring (CGM) devices to its New to Therapy pharmacy program in addition to anti-anxiety medication, anti-psychotics and anti-depressants.

Walgreens works to improve medication adherence, manage chronic disease and overcome barriers to care through numerous programs, which are detailed in this section.

## Walgreens Chicago Health Incubator

GRI 3-3, 203-1, 203-2, 413-1

The Walgreens Chicago Health Equity Incubator is a pilot program designed to address health inequities and impact patient outcomes. Driven by a cross-functional team of individuals across pharmacy operations, data analytics and involved pharmacies, the program is designed to create direct lines of communication between patients in vulnerable communities and providers who can interpret feedback into actionable change.

The first phase of the pilot launched in August 2020 and focused on Chicago's South and West Sides. Phase 1 focused on diabetes outreach, pediatric asthma consultations and reducing delayed medications pick up.

The incubator moved from its first phase, where outreach concentrated on prescription management for patients living with diabetes and asthma, to its second phase in July 2022, when a mental health wellness check for patients new to mental health prescription therapy was added to the program. The pharmacies involved are situated in underserved areas where mental health disparities may be worse due to institutional racism, health insurance access and coverage, inadequate care and treatment and cultural acceptance, among other social determinants of health. The program has now expanded beyond the South and West Sides of Chicago to include pharmacies in Texas, Arizona, Nevada and New Mexico, for a total of nearly 50 pharmacies offering proactive mental health support to patients.

Between July and December 2022, more than 1,200 wellness checks were made 45 days post pick-up across Chicago-area pharmacies. Of the patients who received a 45-day outreach call, they were more likely to refill their medication when due and did so within fewer days than patients who did not receive an outreach call. The proportion of patients in the initiative who refilled their medications within seven days of the outreach call rose by 8.7 percent.





## Transforming access

GRI 3-3, 203-1, 203-2

### Furthering our commitment to increasing access to care for everyone, continues to be a priority for WBA.

The U.S. Healthcare segment was launched in fiscal 2022 to facilitate WBA's consumer-centric healthcare strategy in the communities we serve across the U.S., which includes investment in Village Practice Management Company, LLC ("VillageMD"), Shields Health Solutions Parent, LLC ("Shields"), CCX Next LLC ("CareCentrix") and the company's organically grown healthcare business. The U.S. Healthcare segment plans to become a leading provider of local clinical care services by leveraging its consumer-centric technology and pharmacy network to deliver value-based care. In addition to the investments within U.S. Healthcare the company also plans to continue to transform its core pharmacy and retail business and its goal is to provide better consumer experiences, improve health outcomes and lower costs.

This strategy is foundational to WBA as a leading provider of local clinical care services and addresses all dimensions of physical, emotional and mental health. We will continue to leverage our consumer-centric technology, pharmacy network and partnerships to deliver and enable others to deliver value-based care, including vaccinations, diagnostic testing, chronic care management and specialty management.

Walgreens Health Corners and Health Advisors provide accessible, local healthcare services. Locations offer services ranging from preventive care and wellness checks to support with managing chronic conditions. Health Advisors provide a range of health and clinical services that supplement care received from primary care physicians and specialists.

Through the Walgreens and VillageMD coordinated care model, patients receive full-service primary care alongside convenient and cost-effective pharmacy services.

Walgreens and VillageMD are leveraging their combined expertise in pharmacy and primary care to deliver a series of programs that allow physicians and pharmacists to collaborate closely and coordinate patient care to help make healthcare easier and more accessible for improved long-term outcomes. With these programs, Walgreens and VillageMD can keep patients more connected to care by delivering the right care, at the right time, with more personal service, and by encouraging the adoption of behaviors that can help them get and stay healthy.

Boots works closely with the NHS on its Core20PLUS5 initiative. Core20PLUS5 is an approach designed to reduce healthcare inequalities at both the national and system level. The name Core20PLUS5 comes from the population groups identified as vulnerable and lacking healthcare access, and the five clinical areas of focus. Core20 represents the most deprived 20 percent of the national population as identified by the national Index of Multiple Deprivation (IMD). PLUS population groups should be identified at a local level, mostly likely minority communities, people with disabilities and multiple long-term health conditions. The five clinical areas of focus are maternity care, severe mental illness, chronic respiratory disease, early cancer diagnosis and hypertension.

In Germany, Alliance Healthcare Deutschland provides pharmacy teams with high-quality training content onsite and online to provide the best care to patients and customers. At the end of fiscal 2023, more than 10,000 people in Germany were trained on topics such as long-COVID, diabetes prevention and "Digital Pharmacy." More than 90 percent of the people trained work in our customers' pharmacies.



## Clinical trials and research

Walgreens launched its Clinical Trials business in June 2022 and remains committed to increasing diversity in clinical trials and helping drive more equitable and inclusive research. Walgreens combines its trusted relationship with patients in communities throughout the U.S. with health insights and proprietary selection software to proactively match potential patients to trials across a range of disease areas. Walgreens looks forward to reaching eligible patients for enrollment at the right time to deliver the right message and help orchestrate their participation seamlessly, addressing access barriers through a compliant, validated and secure decentralized clinical trial platform built on a rigorous compliance and regulatory framework to protect patient privacy and security. This approach leverages owned and partner digital and physical assets to directly engage patients at home, virtually or in person. Collaboration with AllianceRx Walgreens Specialty Pharmacy, as well as investments made by Walgreens Boots Alliance in VillageMD, CareCentrix and Shields will also support new clinical trial approaches, particularly for specialty treatments.

In one U.S. clinical trial for an Atherosclerotic Cardiovascular Disease (ACSVD) study, Walgreens leveraged real-world insights to identify potential study participants within 20 miles of the research study sites. This community-centered approach helped recruit high percentages of historically underrepresented groups of participants: 17 percent of participants were Black/African American and 19 percent were Hispanic/Latino, significantly higher than historical national averages of clinical trial participation (as of 2020, 8 percent and 11 percent respectively). In another study evaluating a next-generation monoclonal antibody for the potential treatment of Alzheimer's disease, Walgreens recruitment efforts resulted in more than 21 percent of Walgreens recruited-patients self-reporting they are Hispanic/Latino, nearly double the 2020 average of clinical trial participation amongst the Hispanic/Latino population.

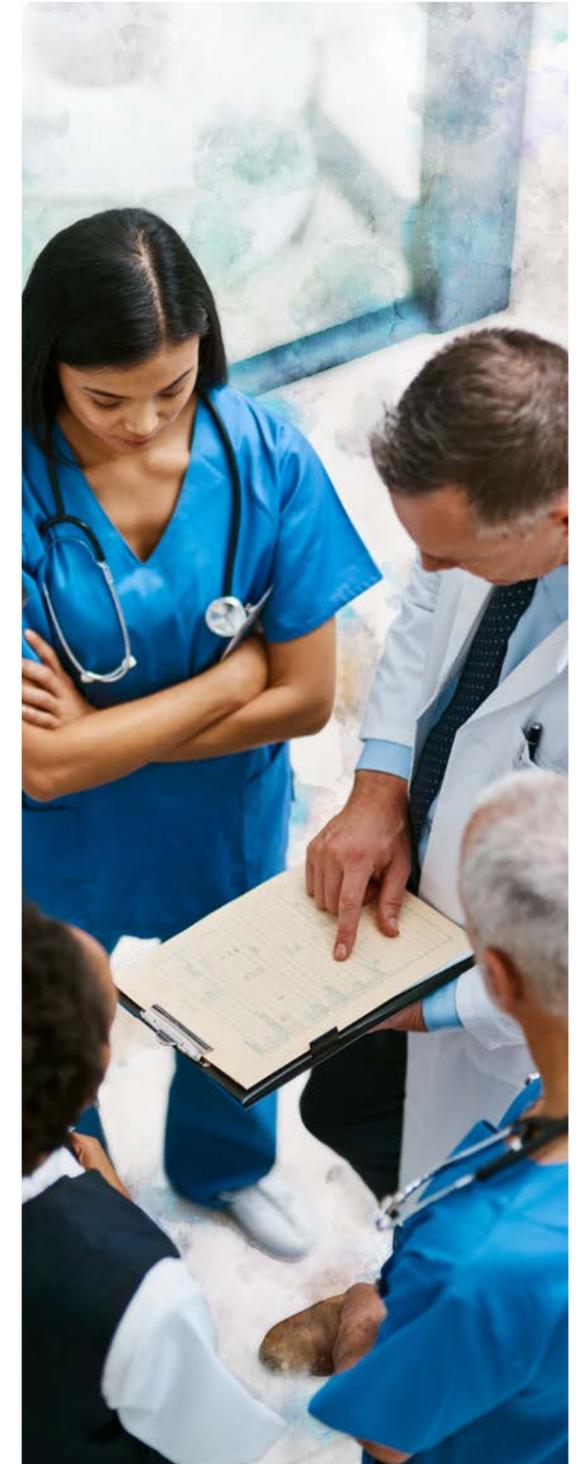
In the UK, Boots works with Our Future Health (OFH), a research program partnered with the NHS. OFH aims to collect information from millions of volunteers across the UK to help researchers find ways to prevent, detect and treat diseases earlier. OFH asks volunteers for permission to combine the information and samples that they give with existing information about them, including their health records. Volunteers are asked to go to an OFH clinic to provide small blood samples and get some physical measurements taken including blood pressure and cholesterol levels.

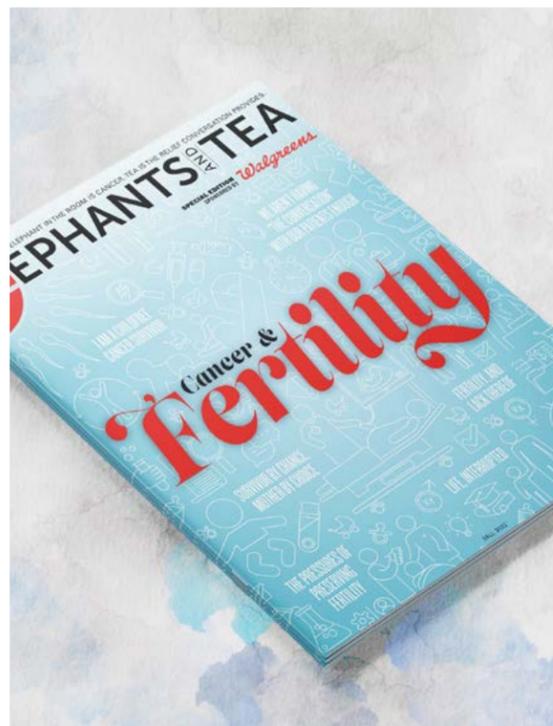
Boots has been an ideal partner to the OFH initiative due to its wide network of pharmacies that are accessible to the UK population. Together with OFH, Boots ran a pilot where we used our customer data to encourage volunteers to get involved and provide samples of their biometric data. Following the success of the pilot, we decided to roll out the program more widely and provide OFH clinics in a number of our stores. Volunteers come to our stores to provide blood samples and physical measurements before completing the online questionnaire. At the end of fiscal 2023, the pilot had expanded to 70 stores, and now we have trained over 200 phlebotomists. Boots has completed over 100,000 appointments since the launch of the pilot.

## HIV testing

Since the beginning of the epidemic more than 40 years ago, Walgreens has supported those impacted by HIV/AIDS. Walgreens is committed to providing education, tools, testing and support to help prevent HIV and connect those living with HIV to care so that they live long, healthy lives. In fiscal 2023, Walgreens expanded its support in HIV testing and treatment. In December 2022, Walgreens became a founding member of the U.S. Business Action to End HIV, a coalition of businesses seeking to scale up key HIV prevention and treatment strategies to help end the epidemic by 2030. For the thirteenth year, Walgreens partnered with KFF's Greater Than HIV on the nation's largest National HIV Testing Day event, bringing health departments and community organizations into more than 400 Walgreens stores to provide FREE rapid HIV tests on June 27, 2023. Counselors were also available to answer questions about HIV prevention and treatment options, and provide referrals for pre-exposure prophylaxis (PrEP), FDA-approved medications that are highly effective in preventing HIV.

In March 2023, Walgreens launched a partnership with DoorDash and Uber to offer Same Day Rx Delivery of medications for the prevention and treatment of HIV. This service is available to eligible patients within 15 miles of thousands of participating Walgreens retail pharmacies nationwide. Thousands of Walgreens pharmacists have undergone specialized training for HIV and PrEP, which builds on the company's more than 300 specialty pharmacies across the country, many of which offer specialized services for HIV and PrEP.





## Cancer care

Boots is piloting a program for pharmacist referrals of suspected cancer direct to primary and secondary care. These pilots will cover adults only and selected types of tumors reflecting symptoms most likely to present in a pharmacy available test. By the end of fiscal 2023, the pilot included 12 pharmacies in the UK.

Boots has two pharmacists integrated into the Macmillan Clinical Advisory Board as Macmillan fellows, who dedicate specific time to work at Macmillan. Their work focuses on addressing the issues of delayed diagnosis and canceled and rescheduled treatment that resulted from the COVID-19 pandemic. These fellows also work to improve access to Boots' partnership work with Macmillan and to increase the number of Boots Macmillan Informational Pharmacists (BMIPs).

Walgreens works with the Colorectal Cancer Alliance (CCA), the nation's largest patient advocacy organization dedicated to ending colorectal cancer and reaching those in need of a life-saving colorectal cancer screening. Walgreens Find Care added a CCA tile to the platform that links to CCA's personalized quiz that helps people see what screening option is best for them (e.g., at-home test, colonoscopy) and provides educational resources. Walgreens committed \$50,000 to support CCA on a targeted social media awareness campaign focused on driving people to the quiz.

Walgreens has recently partnered with organizations in the cancer space that work to provide support to cancer patients undergoing treatment. Walgreens partnered with the Look Good Feel Better Foundation and committed \$20,000 to the foundation to help individuals in cancer treatment find confidence, normalcy and community through in-person and at-home virtual programs. We sponsored free workshops, webinars and at-home programs that offered lessons on skin and nail care, wigs and turbans, cosmetics, accessories and personal styling – all with the goal of helping cancer patients regain confidence and focus on becoming survivors. 15,000 patients, survivors and supporters participated in these workshops.

Walgreens also sponsored a custom issue of *Elephants and Tea* magazine in fall 2022. *Elephants and Tea* is a magazine for and by adolescent and young adult (AYA) cancer patients, survivors and caregivers that tells their stories. This issue focused on cancer treatment and fertility, and how young cancer patients have to think about the future and their fertility when diagnosed with cancer. The issue included information on what patients should be aware of when it comes to fertility and cancer treatments, how they can advocate for themselves and personal stories from cancer patients about the conversations they had to have around fertility while undergoing treatment.

## Vaccine equity

In April 2023, the U.S. Department of Health and Human Services announced the CDC Bridge Access Program, a bridge program to help uninsured patients obtain COVID-19 vaccines through December 2024. Walgreens will continue to help provide vaccinations and care to uninsured patients through the help of the bridge program to drive equitable access to vaccines and testing.

See more on childhood vaccinations and Get a Shot. Give a Shot. on page [39](#).





## Addressing the high cost of care

GRI 3-3, 203-1, 203-2

### The rising cost of a prescription is an often-cited cause for patients who fail to adhere to their medication regimen.

To address adherence issues and prescription abandonment, Walgreens collaborates with other businesses and organizations in the pharmaceutical supply chain to make medications more affordable and accessible through copay assistance.

We believe drug prices should be transparent as they move through the supply chain and that savings should be passed on to patients to lower their out-of-pocket costs.

We are actively supporting legislation at the state and federal levels on pharmacy benefit management reform, which could reduce the out-of-pocket cost of prescriptions, in addition to insulin copay cap legislation. At the state level, Walgreens has advocated for expanding access to pharmacy services and care for Medicaid patients, ensuring they can fill their prescriptions and receive care, are covered by insurance and can be assisted by their pharmacy of convenience rather than the pharmacy designated by the state. In fiscal 2023, Walgreens specialty pharmacies helped 929,354 patients in the U.S. secure more than \$446 million in copay assistance for prescriptions.

Our team members are trained to identify where copay assistance may be available at the point of sale. Our dedicated centralized support teams proactively contact patients using our traditional retail pharmacies for copay payments and plans that meet specific parameters. We aim to promote seamless care for patients, assisting them in finding solutions in the face of limited distribution drug networks, payer restrictions and other considerations.

In 45 states, Washington, D.C. and Puerto Rico, Walgreens Prescription Savings Club offers savings of up to 80 percent compared to cash retail prices of prescriptions purchased at participating Walgreens. The discount prescription drug program applies to thousands of prescriptions, including generic, preventive and lifestyle medications that insurance may not cover.

In Mexico, where out-of-pocket payments can present a barrier to care, we operate national pharmacy chains that provide care within the context of local healthcare operations.

The high-quality generics brand Almus sold in our Mexican chain Farmacias Benavides has expanded to 288 products. In addition to our aim of making treatment options available for all chronic conditions, we strive to keep pricing affordable, so treatment is accessible for patients diagnosed with diabetes, high cholesterol and high blood pressure.



## Scope of practice policy changes

The Preparedness (PREP) Act that provided liability protections to manufacturers, distributors, states, localities, territories, tribes and licensed health care professionals, including pharmacy professionals, during the COVID-19 pandemic was extended to Oct. 1, 2024. Now, pharmacists and technicians can continue to administer COVID-19 vaccines, testing and treatments, as well as administering flu and childhood vaccines. This extension allows for greater access to these vaccines and services, as most COVID-19 vaccine doses were administered at a local pharmacy, and at least 40% of U.S. pharmacies are in underserved and socially vulnerable areas. Specific to Walgreens footprint, more than 50% of Walgreens are located in underserved communities experiencing health inequities and/or healthcare access shortages, as defined by social vulnerability index (SVI) score, income level, medically underserved area (MUA) and/or health professional shortage area (HPSA).

We continue to advocate for and work to secure policy enactment that has led to greater involvement of the pharmacist in vaccinations, testing, treatment, blood pressure, diabetes, HIV care and more.



## Community engagement

**Pharmacies are frequently the first point of contact for people seeking care, whether preventive or in response to illness. At WBA, we touch over 10 million patients a day in stores and digitally. WBA's locations in nine countries employ approximately 331,000 people, with more than 32,000 being registered pharmacists. Our pharmacists work at the nexus of community healthcare to provide education on chronic condition care and medication management, administer vaccinations and partner with health systems to advance health and wellness.**

Our team members who provide healthcare services in person, telephonically and digitally are the most accessible entry point for many patients seeking access to healthcare. We are members of the communities we serve, and we use our community insights and cultural competency to help ensure our patients' questions are answered and needs are met. We see our role as an integral part of the patient's healthcare team and endeavor to personalize care while strengthening relationships across the patient's healthcare network to improve health outcomes, especially for chronic and complex conditions.

Boots maintains its participation in the Hidden Disabilities Sunflower scheme, through which patients with autism, chronic pain, dementia and visual or hearing impairments can wear a sunflower lanyard to alert Boots team members that they may need extra assistance in store or when receiving a vaccine.

At a local level, we encourage pharmacists to share ideas on how to increase accessibility for their own communities.

## Community health fairs

Walgreens community health fairs give our employees the opportunity to engage with their neighbors on healthcare issues while meeting patients where they are and where they feel comfortable. They also offer an opportunity for community members to access services and resources including flu shots, health screening and educational information. Walgreens stores sponsored, participated and conducted a variety of health-focused community outreach events during fiscal 2023.

## Flu prevention

GRI 3-3, 203-2, 413-1

WBA is committed to helping protect our communities from exposure to the flu, which causes tens of thousands of deaths per year. Walgreens pledged to donate \$5 million of free flu shot vouchers in the U.S. by 2024 and reached \$6.8 million by the end of fiscal 2022. In fiscal 2023 alone, we distributed vouchers equating to over \$1.8 million, reaching a total of \$8.6 million. Through flu equity outreach, including partnerships with community organizations, HBCUs and federally qualified health centers, Walgreens combats vaccine hesitancy. Since 2010, Walgreens has provided nearly 2 million free flu vaccinations to customers who present a voucher, helping address health disparities for underserved communities.

At the start of fiscal 2023 and this past flu season, Boots administered more than 1 million free flu vaccinations on behalf of the NHS for those eligible and privately for those who were not eligible for free vaccinations. Boots also offered free vaccinations to its 45,000 team members for the third consecutive year and continued its Corporate Flu Vaccination Service for organizations that wish to pay for and then offer their employees free flu vaccinations.

## Initiatives to address health equity around the world

### Flu prevention

Aside from work in the U.S. and UK, WBA works to increase flu vaccination access abroad through partnerships and pharmacies in other countries.

### Cardiovascular health in Germany

To improve cardiovascular health awareness, Alliance Healthcare Germany continued its collaboration with the German Hypertension Association to provide online training and education for its teams.

### Get a Shot. Give a Shot.

Since 2013, together with the United Nations Foundation (UNF) Shot@ Life campaign, we have helped provide over 93 million lifesaving measles and polio vaccines to children around the world. For every vaccination administered at Walgreens and Duane Reade pharmacies and clinics, the value of a vaccine is donated up to the donation maximum of \$2.6 million per year. WBA is on track to meet its goal of 100 million vaccinations by fiscal 2024.

# Digital Healthcare Access

## Advances in digital healthcare access

GRI 3-3, 203-1

**Universalizing digital access to healthcare and pharmacy products is an integral component of WBA's strategy to increase healthcare access, particularly in medically underserved communities. Building on the efforts to serve our patients virtually during the pandemic, we have expanded several tools to deliver care to our communities.**

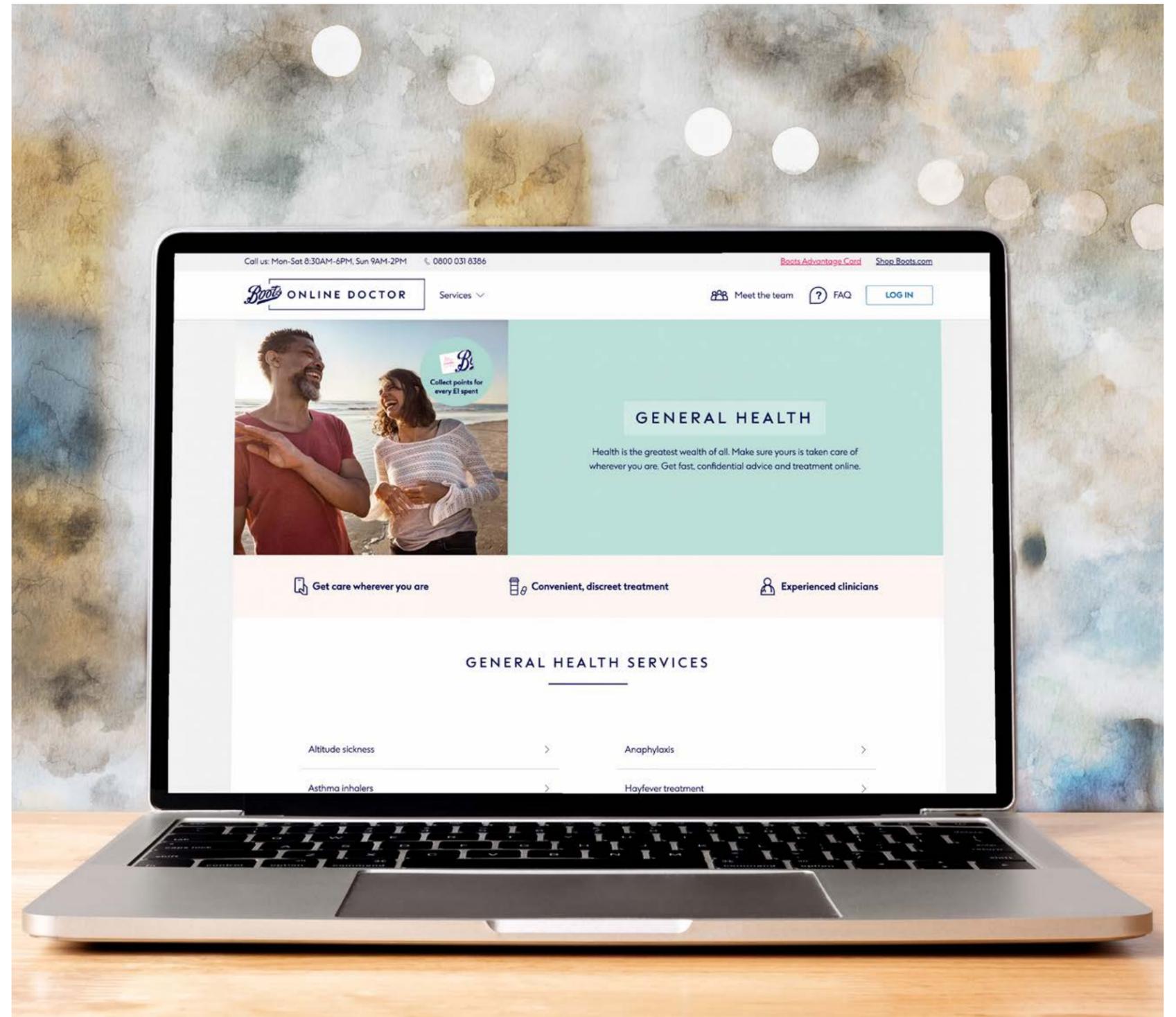
The Walgreens app has over 94 million lifetime downloads. Users can set pill reminders, refill by scanning prescriptions, combine family orders and chat with a real-time, 24/7 pharmacist while eliminating the need to run to the pharmacy for in-person consultations and prescription pickup, thanks to the option for same-day prescription delivery. Approximately 113 million members of the myWalgreens loyalty program receive additional savings on their orders.

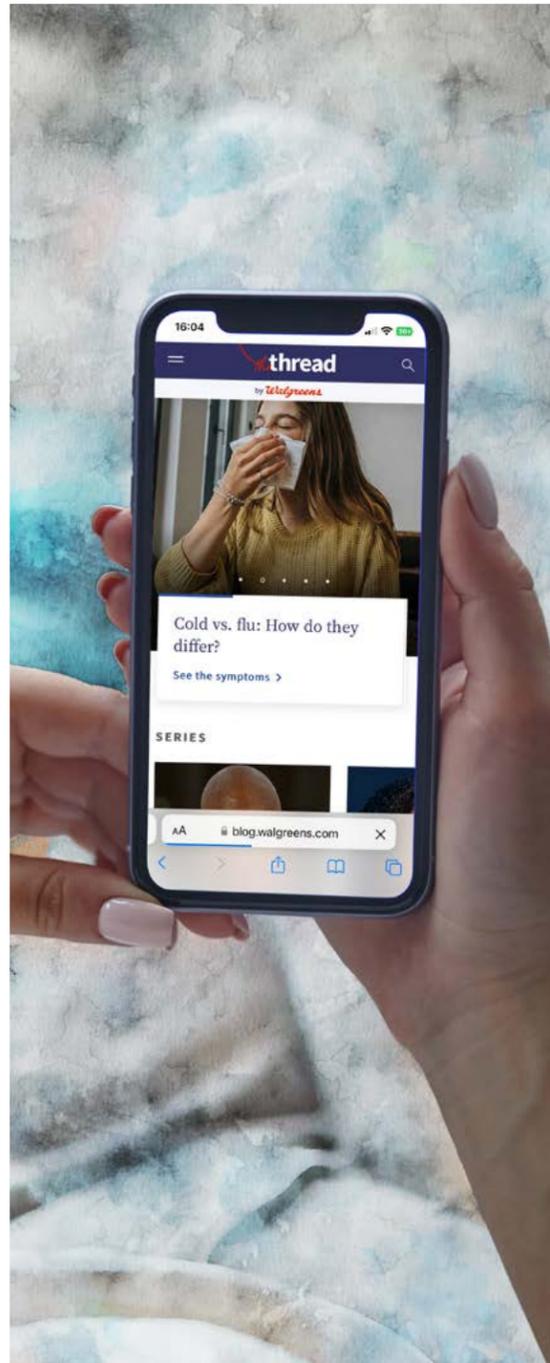
The Boots Health Hub, a digital services platform serving Boots UK, gives customers visiting boots.com access to over 80 healthcare services, including healthcare tests, COVID-19 services, vaccinations, prescriptions, Livi's online general practitioner consultations and the Boots Online Doctor service. Boots Online Doctor, a virtual service for more than 45 common healthcare conditions, provides quick access to advice and prescription-only medicine without having to see a general practitioner.

To improve cardiovascular health awareness, Alliance Healthcare Germany continued its collaboration with the German Hypertension Association to provide online training and education for its teams.

In February 2022, Boots became the first retailer in the UK and the Republic of Ireland to offer Recite Me technology in its online store, making it more accessible for the more than 13 million people in the UK and the Republic of Ireland who experience barriers when shopping online. The Recite Me assistive toolbar includes screen reading functionality, multiple reading aids and an on-demand live translation feature that boasts over 100 languages, including 35 in text-to-speech. These features give website visitors the ability to manage how they view and interact with content to suit their individual needs.

Benavides pharmacies in Mexico hosted eight online health forums over the course of 2023, providing free access to expert information on diabetes, chronic pain, sexual health and healthy motherhood.





## Digital healthcare access programs

### Walgreens Patient Care Portal

A system that helps pharmacists identify and contact patients eligible for Medication Therapy Management Services and medication reviews to connect them with appropriate interventions, including:

- Comprehensive disease-state management
- Proactive care for patients taking specialty medications for HIV and chronic inflammatory disease

### Walgreens Advanced Care Program

Applies predictive analytics to identify patients at higher risk of non-adherence, prompting holistic intervention and resolution of barriers to medication adherence.

### The Thread

Walgreens' blog, The Thread, is a content hub for all things health, wellness and beauty with information on common health conditions such as asthma, diabetes and cold and flu, plus articles on mental health, stress, diet and fitness.

### Walgreens Find Care

An online tool that connects customers to doctors, therapists, dermatologists and other health care providers in minutes. The Find Care platform<sup>1</sup> provides customers access to care in over 24 categories delivered by 65+ partners engaged in local, virtual and asynchronous care. In fiscal 2023, there were over 66 million visitors to the site.

### New to Therapy

A pharmacist-led solution through which Walgreens pharmacists engage patients who are new to certain medication therapies, helping educate them on their medication and addressing any barriers or concerns to drive better adherence and overall health. With Walgreens assistance, as of Aug. 31, 2023, nearly 46 million patients were enrolled in the pharmacy's 90-day refills program, making medication access more convenient.

### Save a Trip Refills

Allow customers to align multiple prescriptions to one date. More than 6.9 million patients were enrolled as of Aug. 31, 2023, saving three pharmacy trips a year on average.

### Walgreens Pickup and Delivery

A digital offering through which patients can prepay for medication and choose their next-day delivery or pickup location on mobile devices. In fiscal 2023, Walgreens partnered with DoorDash and Uber to provide free delivery for Paxlovid, a COVID-19 oral antiviral therapy, and free same-day delivery of medications for the prevention and treatment of HIV.

### Mobile Apps

The Walgreens app is a free, five-star-rated mobile app that provides access to digital resources, such as Rx Alerts, that remind patients to fill and pick up prescriptions. For communities in the UK, the Boots app also allows patients and customers to set up refill reminders and daily vitamin reminders.

### New Medicines Services

In England, patients prescribed a new medicine for certain long-term conditions such as diabetes, asthma or high blood pressure can access a free NHS service to help get the most out of their medicine. The service gives patients the chance to ask their pharmacist any questions, identify any problems they are experiencing and find the easiest and most effective way of taking their new medicine.

### Free Online NHS Repeat Prescription Service

The Boots Free Online Repeat Prescription Service allows patients to order their repeat prescription items online. Boots will send the request to the general practitioner (GP) and, once approved, the electronic prescription is sent directly to Boots for dispensing and collection or delivery, saving the patient a trip to the GP.

<sup>1</sup>This KPI maps to Material Topic 1: Access to Affordable and Quality Healthcare and is within the Deloitte & Touche LLP review scope as detailed on pages [119-120](#).



**DISCOVER**

Below is a sample of these partnerships, and other information on other partnerships can be found in the "Supporting causes" section on page [46](#).

# Partnerships for Good

GRI 3-3, 203-1, 413-1

**We continue to engage in long-term partnerships at the national and international levels to tackle health issues like poverty, disease prevention, mental health, dementia and cancer support. Our collaborations help improve the lives of hundreds of millions of vulnerable people, especially women and children.**

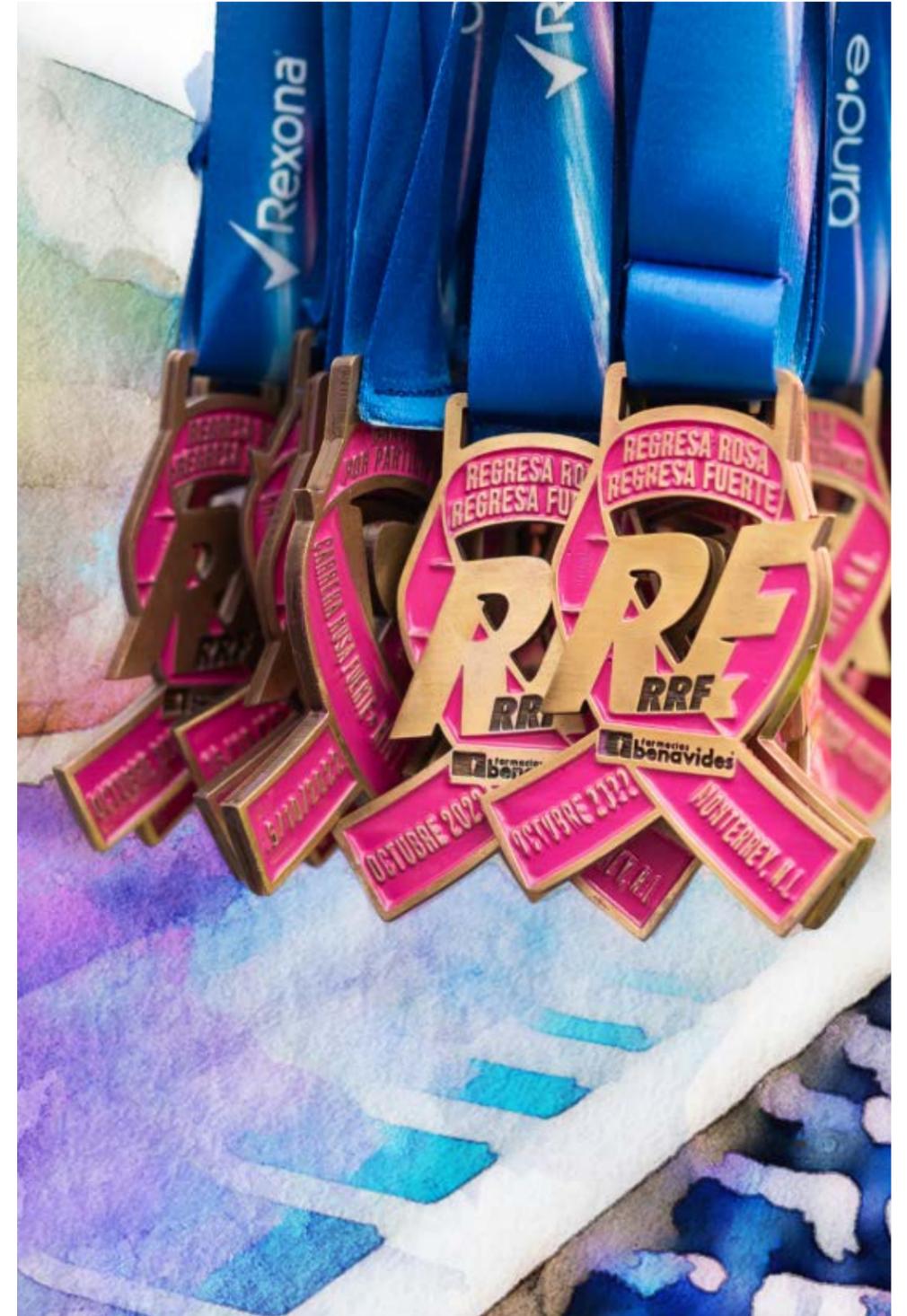
In the area of cancer care, WBA focuses on creating innovative and meaningful support for patients and their loved ones in three ways: assisting people living with cancer, working with organizations that advance research and supporting prevention programs. We work with cancer organizations to train our pharmacists and beauty consultants so they can provide expert advice and support to cancer patients, their families and their caregivers when they need it most.

We also work with charitable partners that help empower young people to reach their full potential. By providing lifesaving vaccinations, vitamins, essential hygiene products and more, we are committed to supporting the health and well-being of future generations.

Through our charitable partnerships, we aim to lead by example and be a catalyst for others to do good. To maximize our impact, we created several initiatives that our team members, customers, patients, suppliers and local communities are empowered to support. These programs generate enthusiasm, increase team member satisfaction and engagement and build customer loyalty.

## Partnerships Directory

WBA partners with many organizations to further drive access to health resources and services to communities the Company serves across the globe. These partnerships help support research and care for different disease states, disease prevention, as well as drive greater access to various healthcare resources and services. WBA partners with organizations by making product and monetary donations, helping with fundraising efforts and creating resources with these partners to further their causes.





## Disease State Partnerships

### European Organisation For Research and Treatment of Cancer (EORTC)

EORTC is an independent, non-governmental, non-profit cancer research organization. Over the past decade, WBA has supported EORTC in building and developing the SPECTA platform into the leading pan-European translational research infrastructure. In October 2022, we announced the next phase of our partnership with EORTC, which is a goal to raise €1.8 million (\$1,906,000) in support of the E<sup>2</sup>RADlatE platform, aimed at defining optimal radiation oncology treatment strategies and interventions that can become the new standard of care for patients through the performance of clinical trials.

### Baan Gerda, Thailand

For more than a decade, Boots Thailand has supported Baan Gerda, a nonprofit that supports children and orphans infected with HIV across Thailand. In fiscal 2023, Boots Thailand raised over 1 million Thai baht (\$29,000) from customers via donation boxes across Boots stores in Thailand and Boots products for Baan Gerda.



### Thailand's National Cancer Institute

Since 2016, Boots Thailand has worked in partnership with the National Cancer Institute (NCI) to provide underprivileged individuals with specialist cancer care, education and resources. In 2023, Boots Thailand donated over 1 million Thai baht (\$29,000) raised during the No Plastic Bag campaign for NCI to help procure medical equipment for treating cancer patients.

## Fundación Alma, Mexico

During fiscal 2023, Farmacias Benavides, WBA's retail pharmacy chain in Mexico, continued to raise funds for Fundación Alma, a charity that supports uninsured or under insured women living with cancer through funding for reconstructive surgery, prosthetics, psychological assistance and other aid. Since 2014, Farmacias Benavides has raised more than 8.9 million Mexican pesos (\$481,000) for Fundación Alma. On October 16, 2022, Farmacia Benavides sponsored its annual Rose Fuerte race to raise money for Fundación Alma. The race helped to raise 956,600 Mexican pesos (\$52,000). As of Aug. 31, 2023, Benavides has helped fund more than 176 reconstructive surgeries and more than 1,331 prostheses through its partnership with Fundación Alma.



## Look Good Feel Better

Walgreens partnered with the Look Good Feel Better Foundation and committed \$20,000 to the foundation to help individuals in cancer treatment find confidence, normalcy and community through in-person and virtual programs. Walgreens sponsored free workshops, webinars and at-home programs that ran from November 2022 through February 2023. They offered lessons on skin and nail care, wigs and turbans, cosmetics, accessories and personal styling – all with the goal of helping cancer patients regain confidence and to focus on becoming survivors. 15,000 patients, survivors and supporters participated in these workshops.

### Cystic Fibrosis Foundation

Walgreens continues to support the Cystic Fibrosis Foundation in the pursuit of its mission to find a cure for the disease and advance high quality, specialized care for the CF community. In 2017, Walgreens became the sole owner of Cystic Fibrosis (CF) Services, a specialty pharmacy for CF patients and their families after the Cystic Fibrosis Foundation sold its ownership stake to Walgreens.

### Dementia — Understand Together, Republic of Ireland

Boots Ireland has partnered with Dementia — Understand Together since its launch in 2016. Understand Together is a public support, awareness and information campaign aimed at inspiring people from all sections of society to stand together with the 500,000 Irish people whose families have been affected by dementia. Boots Ireland aims to make its 94 stores across the country dementia-inclusive so people living with dementia can remain part of their own community, maintaining a better quality of life for longer. Boots Ireland developed a dementia awareness e-learning module to upskill team members. To date, 90 percent of Boots Ireland team members have completed the module.



### Donate Life America

Walgreens continuously partners with Donate Life America to raise money and awareness around the importance of organ, eye and tissue donation and becoming a donor.

### Global Healthy Living Foundation

In July 2023, Walgreens announced its latest collaboration with the Global Healthy Living Foundation (GHLF), in which we partnered with GHLF to host a virtual health series to promote healthier living and provide attendees with helpful resources and tips for managing their health conditions. Speakers focused on everyday life areas like eating well, staying active, managing stress, keeping up with vaccines and remembering to take prescribed medications.

### Pancreatic Cancer Action Network

Walgreens continues to be a corporate partner of the Pancreatic Cancer Action Network, which works to connect patients and healthcare professionals to pancreatic cancer resources and improve outcomes.



## Access Partnerships

### United Nations Foundation, Get a Shot. Give a Shot.

WBA continues to support the United Nations Foundation (UNF) and its work to increase access to vaccinations and primary care. From December 2022 to January 2023, UNF and UNICEF focused on increasing vaccinations among children in locations including Iran, Togo, Malawi, Zambia and others. Through this program they were able to deliver over 950,000 measles vaccinations and 10 million polio vaccinations.

### Mental Health America

Walgreens continues to partner with Mental Health America (MHA) to provide resources for team members and the communities we serve. In fiscal 2023, Walgreens partnered with MHA to launch a Back-to-School toolkit, which provides a range of resources for parents, students, teachers, caregivers and school personnel.

### Congressional Black Caucus Foundation and Congressional Hispanic Caucus Institute

In fiscal 2023 Walgreens hosted flu shot clinics in Washington, D.C. at the Congressional Black Caucus Spouses Community Breakfast and Health Fair during the CBCF Annual Legislative Conference and at the Congressional Hispanic Caucus Institute Leadership Conference.

### National Minority Quality Forum and Faith Health Alliance

In 2020, the National Minority Quality Forum's Center for Sustainable Health Care Quality and Equity launched the Faith Health Alliance. The program was designed to gather churches and faith leaders together to help improve healthcare access in communities of color. Walgreens is a sponsor of the Faith Health Alliance and supports the alliance with financial contributions, as well as meeting with faith leaders to help educate them on topics such as health screenings, vaccinations, counseling and medication assistance. Leaders are then able to educate their congregations and help increase access to important health services.

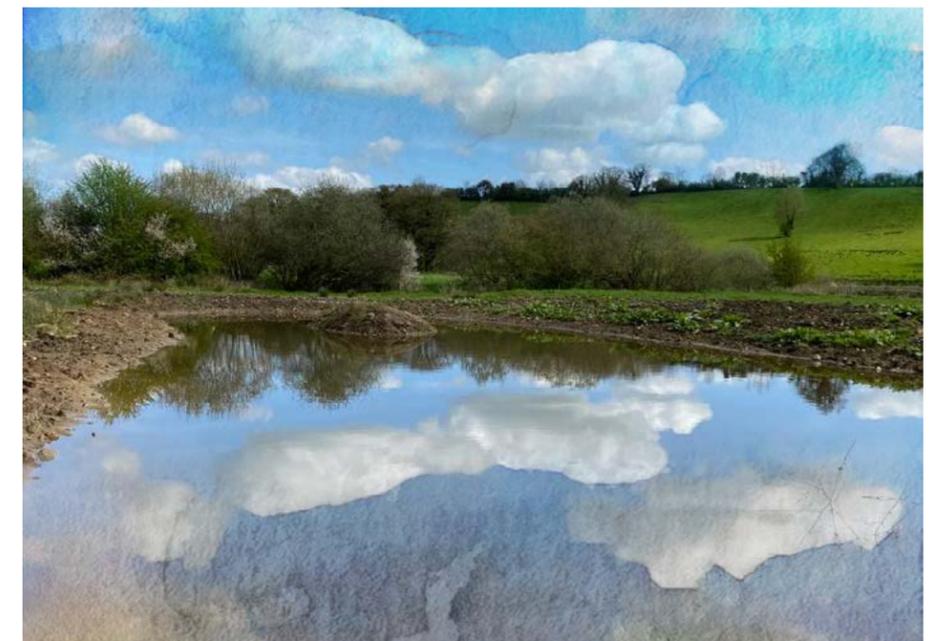


## National League of Cities

Walgreens has partnered with the National League of Cities, an organization comprised of city, town and village leaders that are focused on improving the quality of life for their current and future constituents. In fiscal 2023, Walgreens hosted a flu clinic at one of their events designed to educate attendees from city governments about accessing the vaccines for their communities.

## Woodland Environment Fund, Republic of Ireland

To commemorate 25 years of Boots operating in the Republic of Ireland, Boots worked with the Irish Department of Agriculture, Food and the Marine to plant 11 acres of trees as part of the Woodland Environmental Fund. Approximately 12,100 native Irish trees have been planted to help afforestation and support biodiversity in the region. The site was further enhanced in 2023 by the creation of a wetland. Wetlands are high priority habitats, and this new wetland will enhance the site for attracting important invertebrates like dragonflies and damselflies, priority birds like Grey Wagtail and Snipe, amphibians such as frogs and makes a small contribution to floodplain restoration. During 2023, the site was used to build awareness of biodiversity and nature restoration through videos and newsletters and also onsite training with the leadership team.





**DISCOVER**

Corporate giving data is available in the ESG section of our [website](#).

# Giving Back: Corporate Donations and Supporting Causes

GRI 3-3, 201-1, 203-1, 413-1

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

Our corporate giving strategy is focused on donating to organizations with health programs that align with our core business and ESG priorities, as well as groups that work on social welfare and education issues.

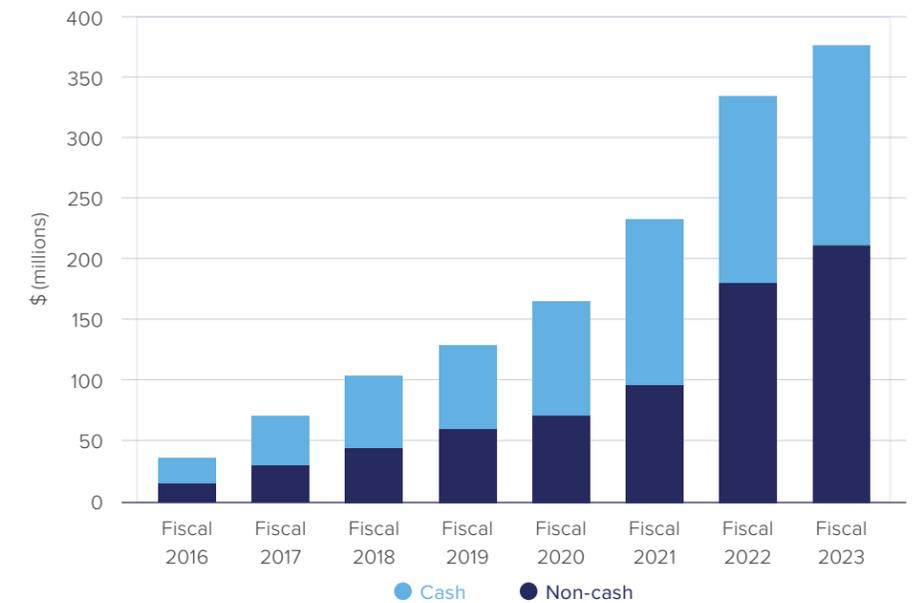
The Company has strong processes and policies in place to thoughtfully manage community investments and maximize impact. Walgreens uses a community investment management system to promote best practices, transparency, alignment with business units, compliance and consistent reporting across the organization.

Our team members remain committed as ever to our communities. Walgreens offered its teams a variety of opportunities to participate in volunteer events anchored in health and wellness, including physical and emotional well-being and skills development. These volunteer opportunities took place in communities, at the Deerfield or downtown offices or remotely.

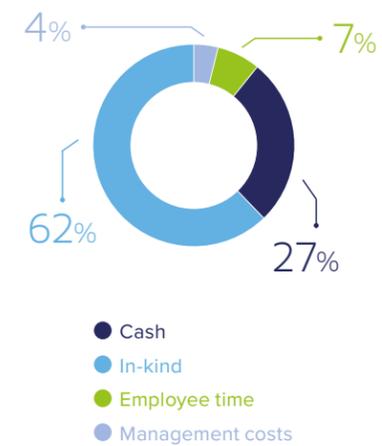
The Company's direct contributions totaled \$42.4 million in fiscal 2023. Our accumulated giving since fiscal 2016, the first year that WBA collected company-wide data, totals \$373.3 million. We collect and report community data in line with the model and methodology of Business for Societal Impact (formerly London Benchmarking Group).



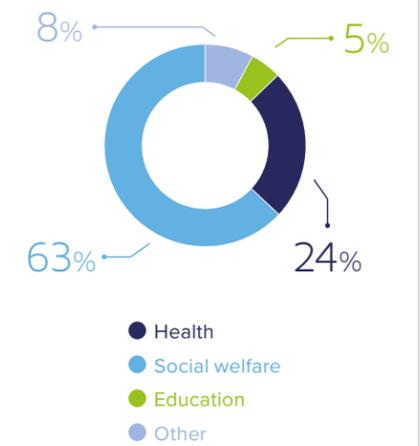
Corporate giving — cumulative since fiscal 2016



How the Company contributed in fiscal 2023



Areas impacted by the Company's fiscal 2023 contributions





## Supporting causes

GRI 3-3, 203-1, 413-1

WBA's businesses are proud to support our long-term partner organizations through fundraising campaigns each year. Our businesses, community affairs and corporate responsibility teams; retail pharmacies; and business resource groups (BRGs) consult with our community and charity partners when deciding to participate in fundraising.

We continue to work to eradicate the growing health inequities experienced by children, families and underserved communities. We continue to offer options for our employees, customers and patients to show their support for our fundraising campaigns.

### Causes impacted by the Company's fiscal 2023 contributions

**\$32.4 million**  
Red Nose Day

**\$10.9 million**  
Vitamin Angels

**\$6.1 million**  
LLS and Komen

**\$1.1 million**  
American Heart Association

**\$1.5 million**  
**(£1.2 million)**  
The Prince's Trust

**\$887,000**  
**(£730,000)**  
Macmillan Cancer Support

**\$364,000**  
**(€343,780)**  
Irish Cancer Society

### Red Nose Day

We celebrated Red Nose Day for the ninth consecutive year as the exclusive retailer of the nationwide campaign to help end the cycle of childhood poverty. Red Nose Day has raised more than \$365 million since launching in the U.S. in 2015. Of that total, Walgreens has raised \$200 million. The campaign has impacted the lives of 32 million children.

### Vitamin Angels, Global

Since 2013, Vitamin Angels and Walgreens have partnered to improve health and nutrition for pregnant women and young children in need. Walgreens donates 1 percent of retail vitamin and supplement sales to Vitamin Angels and in fiscal 2023, reached \$10.9 million in donations from vitamin sales. In addition to supporting their global programs that reach women and children in 65 countries, Walgreens' partnership also supports Vitamin Angels' domestic prenatal program, reaching pregnant women in need across all 50 U.S. states and Puerto Rico. There are approximately 1 million underserved pregnant women in the U.S. with limited access to prenatal vitamins and minerals. Through the support of our partnership, Vitamin Angels reaches 250,000 underserved pregnant women per year, across all 50 states. In 2022, Vitamin Angels and Walgreens set a partnership goal to "DOUBLE OUR IMPACT" and reach 500,000 pregnant women in the U.S. by the end of 2024.

Originally starting in 11 locations on the South and West Sides of Chicago, the prenatal program has expanded to increase distribution in 12 additional markets across the U.S. There were over 1,900 voucher redemptions after launching on June 1, 2023.

In 2023, our partnership achieved a major milestone celebrating 10 years of partnership and reached over 400 million women and children with life-changing vitamins.





### Susan G. Komen and The Leukemia & Lymphoma Society, U.S.

Walgreens collaborates with Susan G. Komen and The Leukemia & Lymphoma Society (LLS) to enable research on 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. We are proud to report that we exceeded that goal in fiscal 2022.

For the ninth year, Walgreens team members participated in the annual LLS Light The Night fundraising events. These events took place in markets across the U.S. with more than 5,000 team members uniting to celebrate those who are fighting blood cancers and honoring those we have lost.

In partnership with LLS, Walgreens has 77 LLS-certified blood cancer pharmacies as of Aug. 31, 2023, with specially-trained pharmacists helping patients manage side effects and adhere to medications.

### American Red Cross and Walgreens Hawaii Wildfires Response

Walgreens continues to partner with the American Red Cross to help provide products and monetary donations to help aid in natural disaster relief and support affected communities. In October 2022, Walgreens donated \$500,000 to the American Red Cross Hurricanes 2022 Fund to help with relief efforts following Hurricanes Ian and Fiona that hit communities in Florida and Puerto Rico.

Following the devastating wildfires in Maui, Walgreens donated \$25,000 worth of products to the American Red Cross to deliver to survivors of the fires. Walgreens customers in Arizona, California, Oregon, Hawaii and Washington were also able to contribute to the American Red Cross Hawaii Wildfires Fund by donating in-store via PIN pad, which ultimately raised over \$500,000. Walgreens also made a \$100,000 donation to The Hawaii Community Foundation Maui Strong Fund and provided an additional \$5,000 worth of products to the Na Aikane O Maui Cultural Center.

In addition to donations, Walgreens was on the front lines assisting community members affected by the fires. We were one of the first corporations to offer aid, setting up pop-up stations in Lahaina to help residents fill prescriptions, and covered all copay costs for uninsured residents through a \$1 million relief fund. We also flew in seven Hawaii licensed pharmacists from the mainland, 24 technicians and three store managers to aid Maui Walgreens pharmacists and team members. Maui Walgreens team members directly impacted by the fires were able to access emergency relief funds through the Walgreens Benefit Fund.

**Sun safety tips**  
from our partnership

Soltan | MACMILLAN CANCER SUPPORT

**The Three C's™**

- Cream**  
Don't miss anywhere: Lips, top of ears, back of neck, feet and scalp are easy-to-miss places. Sun Protection Factor (SPF) 50 or higher. UVA\* It is known as the "5k UVA rating system." Be a frequent applicator: Reapply as stated on the pack. Contact with sand, water, towels or sweat can increase the frequency needed. Wear enough: Use a minimum of 8 teaspoons for the average adult.
- Cover**  
Shade: Stay out of the sun and in the shade between 11am - 3pm. This is the hottest part of the day. Hats: Wear a wide-brimmed hat to offer protection to your head, face and neck. If you have lost or are losing your hair (or have a shaved or close-cropped hair) this is especially important. Sunglasses: Ensure they have UV filters to protect your eyes. Go long: Wearing long, light-fabric clothes with a close natural fibre weave will help protect your skin from UV damage.
- Check**  
Check your skin regularly: About once a month for changes. The images on the next page explain what to look for. Ask someone else to check hard to see places. Photo: Taking photos of moles or patches of skin can help you notice subtle changes in your skin from one month to the next. Seek help: If you notice any changes to your skin, speak to your GP who will look at your skin and refer you to a specialist if necessary.

Soltan & MACMILLAN CANCER SUPPORT recommend 30+ & 50+

\*The partnership recommends using a sun protection that is at least SPF 30 and a 5k UVA rating (5000k). The star rating is a measure of the absorbance of UVA relative to UVB. Other brands not displaying a star rating symbol may still offer high level of UVA protection.

### Macmillan Cancer Support, UK

In fiscal 2023, Boots UK raised a total of £730,000 (\$887,000) for Macmillan Cancer Support. Now in its 14th year, Boots UK's partnership with Macmillan Cancer Support has raised almost £22 million (\$26,739,000) to support people living with cancer, including funding a Macmillan nurse for a year. We have over 2,600 specially trained Boots Macmillan Information Pharmacists (BMIPs) who are now accessible through selected pharmacy stores. Boots UK's BMIPs are estimated to have collectively conducted almost 76,000 in-store and virtual conversations and consultations in fiscal 2023. For those unable to visit a Boots pharmacy, they can access a Boots Macmillan Information Pharmacist online from the comfort of their home. 2023 also marks the 10-year anniversary of Boots Macmillan Beauty Advisors (BMBAs), and we now have 585 BMBAs who are trained to support the physical side effects of cancer, who this year have had around 27,500 conversations with customers.

Boots also has two pharmacists integrated into the Macmillan Clinical Advisory Board as Macmillan fellows. They work at Boots and also dedicate time to work at Macmillan. Specifically, these fellows work to address the issues of delayed diagnosis and canceled and rescheduled treatment that resulted from the COVID-19 pandemic.

In July 2023, Boots UK launched the Soltan Skin Safety campaign in partnership with Carol Vorderman, a UK media celebrity, to promote key Boots, Soltan and Macmillan messaging such as Boots new Soltan Sun Safety Advisors across stores, the Mole Scanning Service, Ongoing Macmillan partnership and the three 3 Cs safety tips — cream, cover and check — to help keep customers and their families safe in the sun.

### The Prince's Trust<sup>1</sup>

Since 2019, Boots UK has worked in partnership with The Prince's Trust to empower the next generation. Together, they support young people in communities across the UK get into work by providing opportunities that help young people develop their skills, confidence and self-esteem, regardless of background. To date, the partnership has supported over 500 young people through employability programs, including Kickstart, Get Into and World of Work programs. Boots UK and their customers have also raised over £2 million (\$2,431,000) for The Prince's Trust since the start of the partnership.

<sup>1</sup>The Prince's Trust will be renamed to The King's Trust.



### The Hygiene Bank

Since 2020, Boots, No7 Beauty Company and The Hygiene Bank have worked together to provide essential toiletries and personal care products to those in need across the UK.

With the continuous cost-of-living challenge the number of people in hygiene poverty has risen to 3.1 million UK adults.

Supporting hygiene poverty in local communities isn't a new mission for Boots. In fact, soap was one of the first non-medicinal products that Jesse Boot sold because he recognized that basic hygiene is the foundation of good health.

Since the inception of our partnership Boots and No7 Beauty Company have donated over 1.5 million products and have over 700 donation locations across the UK, a number which is continually increasing.

Boots believes that every child should have access to basic hygiene products. Boots donated over 145,000 additional hygiene essential products to The Hygiene Bank as part of a back-to-school campaign, which directly benefited children and their families. In Ireland, Boots partnered with Hygiene Hub, whose goal is to tackle hygiene poverty one helping hand at a time. In fiscal 2023 1,100 kilograms of items were donated to the Hygiene Hub and distributed to local organizations through donations made by customers, via in-store drop-off points, and through direct donations by Boots.



### Boots Charitable Trust

The Boots Charitable Trust is a registered charity established in 1970 that is wholly funded by Boots UK and currently supports work across Nottinghamshire. The Trust offers grants of up to £10,000 (\$12,000) for projects addressing health access, social care and community development. In fiscal 2023, the Boots Charitable Trust provided £250,000 (\$304,000) of funding to 28 different projects.

### Irish Cancer Society

Boots has partnered with the Irish Cancer Society since 2012, with the aim of increasing awareness, helping support people affected by cancer and promoting cancer prevention. Both Boots pharmacists and Boots Cancer Beauty Advisors have been given special training to be more comfortable, confident and helpful when providing both medical and emotional support to people living with cancer.

Every year, we hold the Boots Night Walk in support of the Irish Cancer Society's Night Nurses, who provide end of life care to cancer patients in their homes. The 5K walk took place on September 9, 2022, and participants could attend at Dublin's Phoenix Park or remotely at their chosen location. This year, the walk raised over \$108,000 equating to 276 nights of care.

Boots also supports the Irish Cancer Society during its biggest fundraising initiative which sees thousands of volunteers selling Daffodil Day merchandise and collecting donations, with Boots stores also selling Daffodil Day pins. The funds go towards providing vital support services to cancer patients and their loved ones, as well as funding life-changing cancer research. In fiscal 2023, Boots Ireland customers and team members raised \$135,000 for the Irish Cancer Society's Daffodil Day.

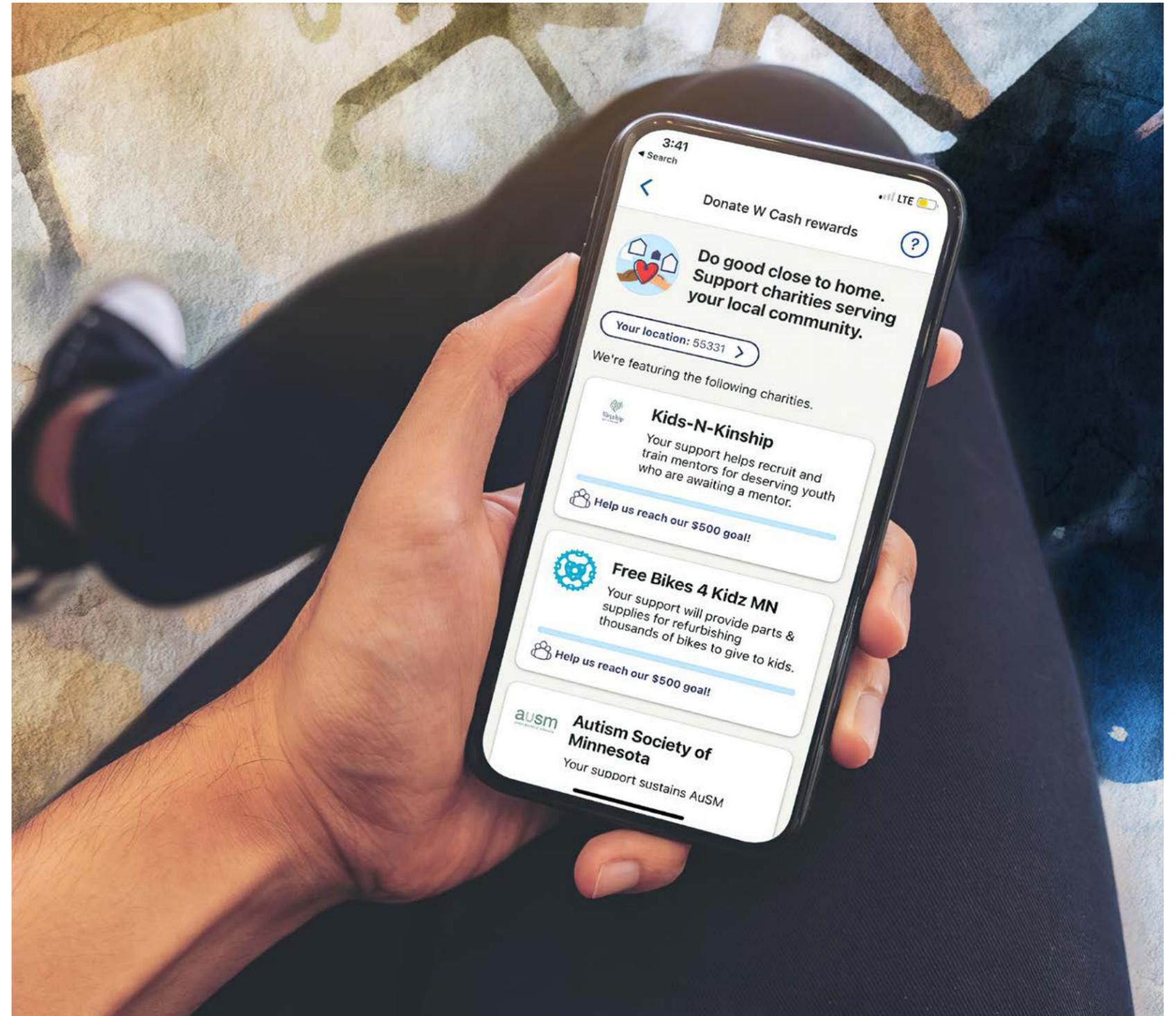


## Donations through myWalgreens

GRI 3-3, 203-1

Using the Walgreens app or online capability on walgreens.com, customers can donate their Walgreens Cash rewards (loyalty rewards accumulated through Walgreens purchases) to local, regional and national nonprofit organizations. Over 19,000 myWalgreens members have donated their cash rewards to these organizations.

Walgreens features a rotation of local nonprofit organizations each quarter to customers based on their preferred store location. This allows customers to support a variety of causes, as well as understand the important work these nonprofits are doing in their local area. In fiscal 2023, customers donated more than \$100,000 through myWalgreens.



# Information and Education

GRI 3-3, 413-1

## Preventive health services

GRI 3-3, 413-1

Through our partnerships with government agencies and nonprofit organizations, our businesses around the world support efforts to educate and provide preventive care to our communities.

Here are examples of these activities during fiscal 2023:

### Health access: awareness and advocacy

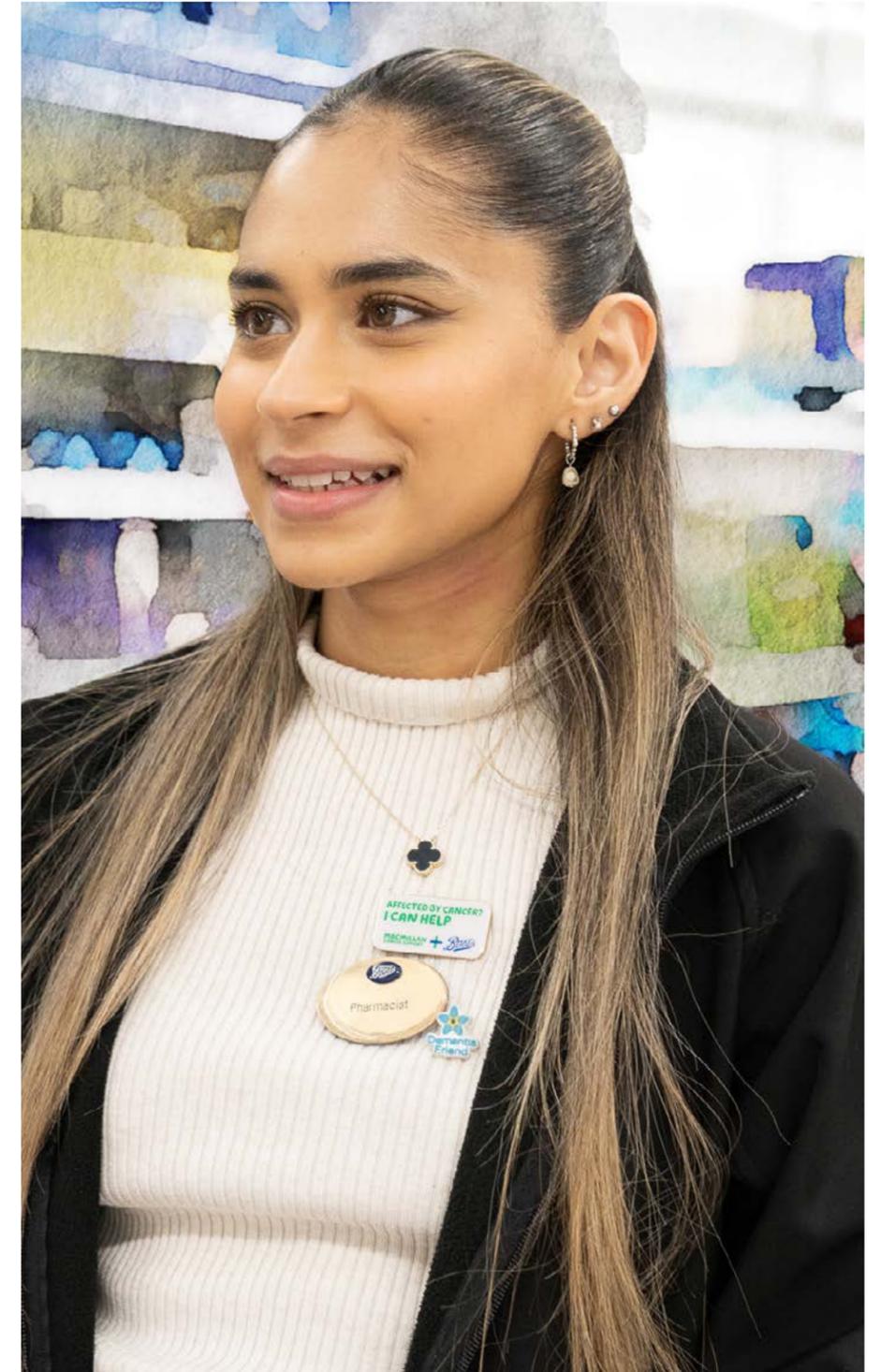
GRI 3-3

We continue to advocate for policies that expand prescribing authority for pharmacists to improve outcomes and increase accessibility to care. This includes the ability to provide clinical advice and test and treat by initiating certain prescriptions after an administered test registers positive.

It also includes advocating for pharmacy technicians, who are often prohibited from performing responsibilities they are qualified to do, like administering vaccines. Allowing pharmacy technicians to fulfill these responsibilities will provide pharmacists more time for patient care, thus improving patient outcomes.

### Dementia awareness

Boots strives to ensure its community members living with dementia feel supported and respected in store, which is why we make our stores as dementia-inclusive as possible. To help provide a dementia-inclusive environment, Boots UK, Boots Opticians and Boots Ireland team members are trained in understanding the common challenges a person living with dementia may encounter in a store environment. Those with training identify themselves with a Dementia Friends badge in the UK and a Dementia Understand Together badge in the Republic of Ireland. As of Aug. 31, 2023, Boots UK and Opticians had more than 19,600 team members that identify as Dementia Friends, with one in almost every Boots store available to support customers, and over 1,900 team members (90% of team members) in Boots Ireland. Boots Ireland was also awarded the Business Innovation category in the National Age Friendly awards in October 2022 in recognition of our work on the Dementia Understand Together campaign.



## Mental health awareness

**Access to mental healthcare is growing in demand in the UK and the U.S. On average, 1 in 6 people in England (UK) and 1 in 5 people in the U.S. struggle with a mental health condition. We are striving to meet the needs of our team members, customers and patients.**

On the heels of launching a workplace toolkit with Mental Health America (MHA), Walgreens launched its Back-to-School campaign with MHA in August 2023. MHA's Young Mental Health Leaders Council provided feedback on the toolkit to make it useful and applicable for students. Co-authored and sponsored by Walgreens, the downloadable collection of articles, expert advice and resources offer support during the often rocky back-to-school adjustment period. The resource is also being made available at the more than 800 schools Walgreens partners with through the Expressions Challenge Initiative.



Walgreens continues to bolster Expressions, a platform established by Walgreens to educate, empower and equip young people and their community with insights and resources on issues impacting teens. Since its inception in 2009, Expressions has engaged over 200,000 teens and partnered with 1,200 schools across 50 states and territories. Expressions was created to empower teen participants to use art to voice opinions on issues most important to them. The National Institute of Health has proven that the therapeutic benefits of artistic expression have the potential to decrease anxiety and feelings of anger and depression.

Each year, Walgreens holds the Expressions Challenge, an artistic challenge open for high school students to submit art in four categories for the chance to win a monetary prize. Students can submit an entry for either visual arts,

media arts, spoken word or creative writing. Students are asked to create something inspired by the issues and topics impacting them, such as gun violence, gender identity, self-esteem, social justice and more. 2023's contest brought in more than 4,500 student art submissions from teens across the U.S. More than 25 percent of entries addressed the topic of school shootings, while another 30 percent of entries tackled a topic related to mental health. This year also saw another record with more than 46,000 votes received for People's Champ winners.

Walgreens worked in collaboration with the National Council for Mental Wellbeing and the American Pharmacists Association to develop a specialized training for pharmacy staff in mental health literacy, understanding risk factors and warning signs for mental health and substance use concerns and strategies for how to help someone in both crisis and noncrisis situations. Walgreens completed its first phase of Mental Health First Aid training, administered by the National Council for Mental Wellbeing, for pharmacists in 2020. This specialized training program was then opened to all Walgreens pharmacy team members in fiscal 2022. Since then, more than 1,675 Walgreens pharmacy team members have participated.

Boots UK pharmacists in England receive Zero Suicide Alliance training as part of The Pharmacy Quality Scheme within the Community Pharmacy Contractual Framework. In addition, Boots has more than 190 team members in key roles who have received Mental Health First Aider training and over 2,000 managers who have received Mental Health Awareness training to better support their teammates and themselves in their roles.

Through the Boots Health Hub, we offer a range of advice and support including access to talking therapy via SupportRoom, allowing our customers to access self help tools and communicate with a therapist, coach or mentor via in-app messaging and one-to-one video sessions as well as access to a virtual GP via Livi.

Boots Ireland continues to partner with See Change — The National Mental Health Stigma Reduction Partnership. Eleven line managers received training during fiscal 2023 in a Line Manager Mental Health workshop as part of the See Change's Workplace program, and 40 of our team members attended a 'Living with Mental Health' session delivered by See Change ambassadors as part of Learning At Work week. Boots Ireland has proudly supported the Green Ribbon campaign by promoting it to both customers and team members across the country and was delighted to sponsor 10,000 'positiviTea' packs to help promote National Time To Talk Day, which takes place in September, a day designed to encourage all to take some time to check in on team members and friends. More than 38,000 green ribbons were available to customers throughout all 94 Boots stores throughout Ireland, which supported and promoted conversations on mental health.





## Supporting survivors of domestic violence

Boots continues to participate in the Ask for ANI campaign, which allows those at risk or suffering from abuse to discreetly signal that they need help and to access support. ANI is a code word for “action needed immediately.” By asking for ANI, a trained pharmacy team member will offer a private space to the person and discuss whether they need to speak to the police or would like help accessing support services such as national or local domestic abuse helplines. The scheme has been introduced to complement the Safe Spaces initiative by the crisis charity Hestia and its UK SAYS NO MORE campaign.

Since Boots launched the Ask for ANI campaign in partnership with the Home Office in the UK in 2020, we have supported many people experiencing domestic abuse through the scheme. The training is required for all new pharmacy team members and the scheme is available at all Boots pharmacies as well as in other community pharmacies.

Boots Ireland operates a similar campaign that initially began in 2020 amid COVID-19 with Safe Ireland, a national social change agency. This campaign has now been extended into a nationwide initiative by the Irish Pharmacy Union, and Boots is now part of the Safe Pharmacy program, offering a safe space in our pharmacies where persons experiencing domestic abuse can get access to a phone and contact details for local support services.

## Smoking cessation

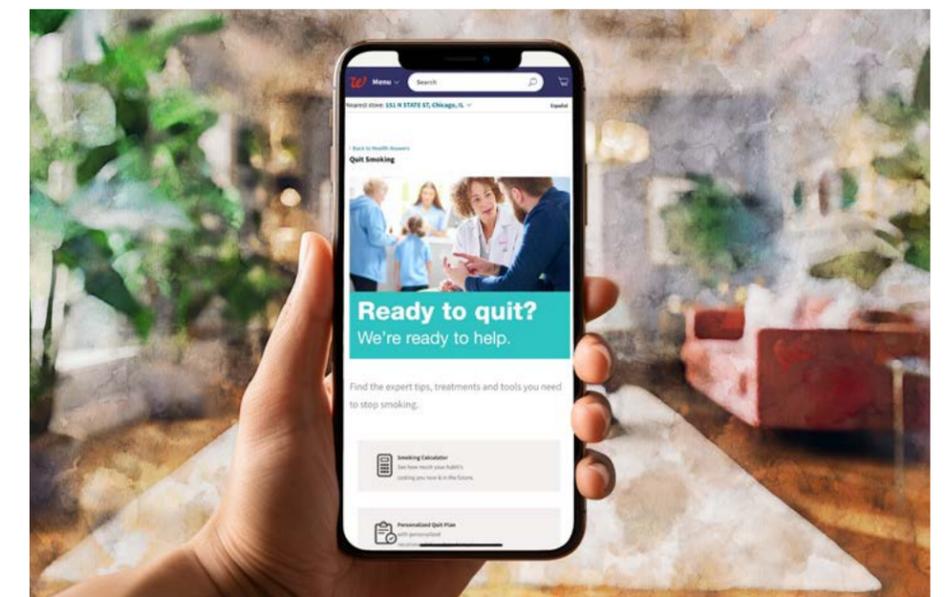
GRI 3-3

WBA is committed to our pharmacy services playing a role in helping people quit tobacco. Walgreens and Boots pharmacists are trained to support a patient’s attempt to quit, and Boots offers a private Smoke Less service as well as an NHS-commissioned service in some locations. In England, Boots provides those referred upon leaving the hospital with a national NHS commissioned service that supports patients to stop smoking. We also offer digital support tools in addition to prescription and over-the-counter products.

Walgreens continues to offer a [quit smoking page](#) which provides resources to help patients to find the expert tips, treatments and tools they need to stop smoking.

More than 483 team members completed a stop-smoking program during fiscal 2023. The program includes a personalized plan, talking to a trained pharmacist and receiving free nicotine replacement therapy patches or gum.

Walgreens has continued its policy of deemphasizing tobacco products and does not sell e-cigarettes. We require age verification from anyone purchasing tobacco products in our U.S. stores and maintain a zero-tolerance policy prohibiting the sale of tobacco products to those under 21. Store team members are trained on this policy, and any team member violating the policy is subject to immediate termination.



# Prescription Misuse Prevention

GRI 3-3, 203-1

Prescription misuse prevention is a priority for our pharmacy staff. Our status as a leader in the retail pharmacy industry and our expansive reach across communities allow us to play a significant role in addressing the opioid epidemic. The WBA board of directors continues to oversee our management of risks related to the dispensing of prescription opioid medication and our multimillion-dollar effort to help combat overdose-related deaths.

Walgreens maintains a Good Faith Dispensing policy, which provides the foundation for our pharmacists to understand their roles and responsibilities when dispensing prescriptions for controlled substances. This policy requires a pharmacist to evaluate the patient, prescriber, drug, applicable law and surrounding circumstances prior to making an appropriate professional decision whether to dispense a prescription for a controlled substance. Walgreens supports our pharmacists' right to refuse to fill controlled substance prescriptions in accordance with their corresponding responsibility, if, among other reasons, prescribers do not provide sufficient supporting information.

Walgreens supports Centers for Disease Control (CDC) recommendations by educating patients about naloxone, a lifesaving overdose antidote, when they are dispensed high doses of certain prescription opioids and may be at risk of accidental overdose.

Walgreens continues to participate in the U.S. Drug Enforcement Administration's (DEA) National Prescription Drug Take Back Day, held twice a year, when select Walgreens stores throughout the country serve as collection points for law enforcement to collect unwanted, unused or expired medication for safe disposal.

Boots UK has developed and launched Patient Safety First materials on opioids for its pharmacy staff. The learning modules focus on compassionate care practices and help our team members understand substance misuse from a holistic perspective while learning to recognize the symptoms of those who may be abusing.

The following are updates on our progress on ongoing initiatives to combat prescription drug abuse in the U.S.:

## LIFESAVING OPIOID OVERDOSE NARCAN® SPRAY

In fiscal 2023, Walgreens announced it is taking an important step to increase access to and education around naloxone by announcing that over-the-counter (OTC) NARCAN® Nasal Spray will be available at Walgreens stores and online starting on Sept. 5, 2023, with nationwide availability on Sept. 7. To educate the public on how to use this lifesaving nasal spray, Walgreens is working with End Overdose, a non profit organization dedicated to ending drug-related overdose deaths through education, medical intervention and public awareness.

## SAFE MEDICATION DISPOSAL



**NEARLY 1,550** safe medication disposal kiosks in Walgreens locations



**2.4M+** take-home safe medication disposal kits shipped to stores since May 2019



**576 METRIC TONNES** of unwanted medication safely disposed of in fiscal 2023

**2,468 METRIC TONNES** of unwanted medication safely disposed of since 2016

## TIME DELAY, HIGH-SECURITY PHARMACY SAFES



**ALL** U.S. stores have safes installed.



**SIGNIFICANTLY REDUCED** pharmacy robberies and burglaries and improved team member safety.



## Healthy and Inclusive Workplace

### Our Targets

In fiscal 2023:



**WBA International:** Maintain baseline of women in leadership from fiscal 2023. **Exceeded.**



**Walgreens:** Increase women in leadership by 2.1 percentage points over previous year's baseline. **Exceeded.**



**Walgreens:** Increase representation of people with disabilities across the company by 0.7 percentage point over previous year's baseline. **Exceeded.**



**Walgreens:** Increase people of color by 0.7 percentage point over previous year's baseline. **Partially achieved, 0.5 percentage point.**





*A Letter From...*

## Sal Venegas

Interim Chief Human Resources Officer

**In a world where we face unprecedented challenges, one thing could not be more certain. Our people are our greatest asset. Therefore, it goes without saying that their health and safety is at the very top of our list of priorities. While our pharmacists and other team members in stores, laboratories, across our supply chain and in our support offices serve patients' and consumers' needs globally around the clock, we are totally committed to providing them with a healthy and safe workplace. We have listened to thousands of team members and experts, and I am delighted that this year we can share important updates on new and existing initiatives to do all we can to make our workplace a healthy, safe and inclusive one.**

Our 331,000 team members are as diverse as the consumers they serve, so we place enormous pride on ensuring that the support that we offer represents their needs. Recognizing the importance of a richly diverse workforce and an inclusive culture remains central to our strategy, and as a responsible employer, we reimagined our Employee Assistance program, provided new mental health support, and for those who have felt the effects of the cost-of-living crisis the most, made extra support available to working parents who have needed us to show up for them. The recognition from global organizations that Stefano and Tim mentioned earlier reassures us all that we are on the right track, but we will not stop there.

Our commitment to health equity is embedded into our culture of inclusion, providing a guiding force that keeps us on track. I am thankful to our partners and dedicated team members for their remarkable participation in our This is Me self-identification program which enables us to better understand our people's diverse needs, build connections through similarities and find strength in our differences.

In fiscal 2023, we also saw the continuous growth of our thriving BRGS, a global network of 24 BRGs and over 6,200 team members.

I am excited to share our progress, where we continue to strive to create an environment where our team members can be their own authentic selves, providing additional levels of support, personally and professionally.

Our team members play an active role in making these commitments come alive, such as the Boots and Walgreens teams supporting LGBTQ+ communities with new guidance, pronoun badges at Boots, and for all our team members in the U.S. by breaking the Guinness World Record for 'most online guided meditations in 24 hours!'

Throughout our history, knowledge, learning and development have underpinned our growth. Continuing to invest in our amazing team remains our utmost priority. Our business relies on their excellent support for our customers and patients and we are committed to remaining at the forefront of empowering the next generation of healthcare and pharmacy leaders and professionals.

*Sal*

# Employee Health, Safety and Well-Being

GRI 2-26, 3-3, 401-2, 401-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7

**An undeniable correlation exists between employee wellness and a business' overall health. Health, safety and well-being are core to WBA's purpose and heritage to inspire more joyful lives through better health. We recognize that each of our team members has their own needs, challenges, hopes and dreams. We have created a workplace where team members feel supported, respected and celebrated for being their authentic selves.**

## Workplace safety

GRI 2-26, 3-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-7

WBA encourages open dialogue and constructive feedback from our stakeholders, including employees, to help ensure we achieve best practices. We also require all segments, businesses and corporate functions to have formal governance processes in place for health and safety matters in the operations for which they are responsible. Please see page 16 for how we have engaged with priority stakeholders.

To create a safe and productive workplace, employees across our businesses are provided with avenues to report questions or concerns, including contacting management; calling a toll-free, confidential hotline; submitting an online report; contacting the Compliance Officer or department and/or contacting human resources.

The safety of our employees is of the utmost importance to WBA. As such, we routinely look for ways to prioritize safety and education trainings.

In fiscal 2023, Boots UK continued evolving our digital incident reporting management system. We consolidated two third-party management systems that managed different parts of the business into one, all-encompassing system. This has helped to streamline the data collection process and makes action against incident reports more effective.

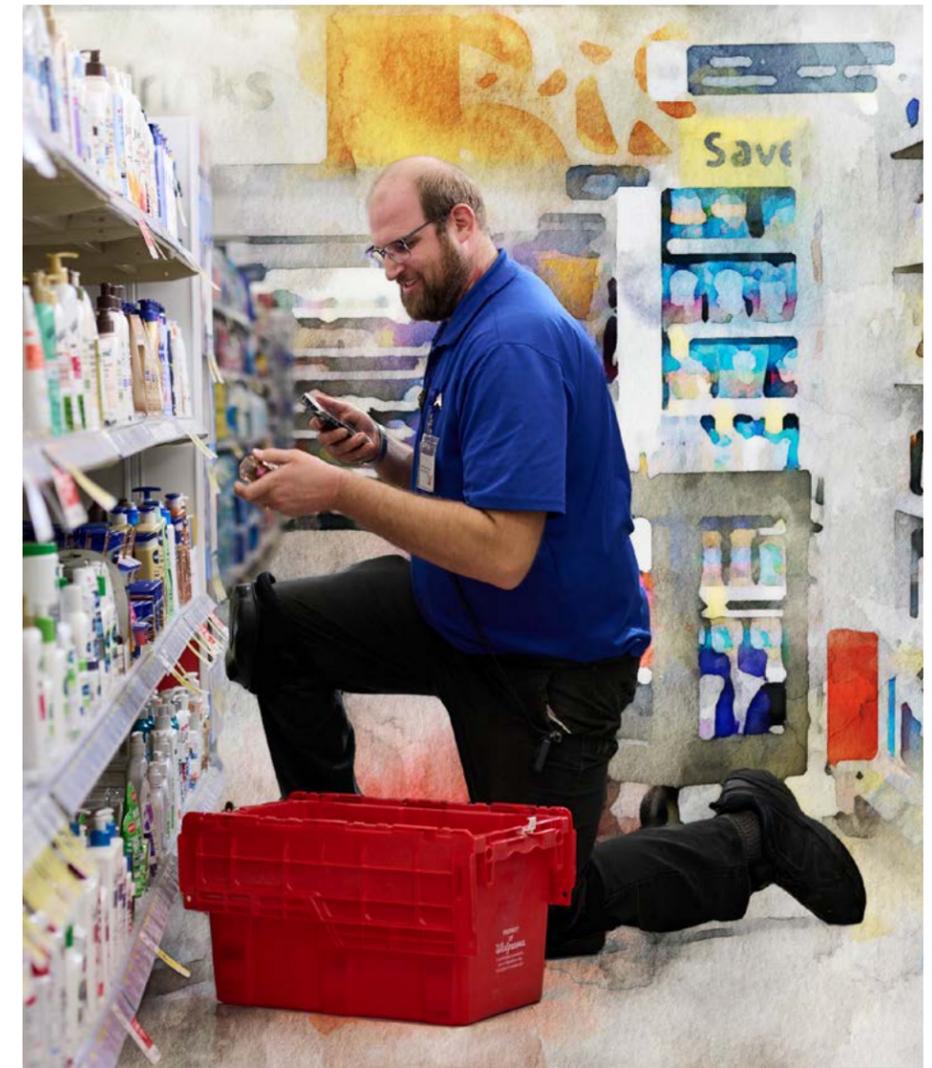
In Boots stores, routine safety inspections enable a real-time view of compliance. This program continues to develop, and plans to simplify it to be more practical and effective are being developed.

Boots UK is working with Primary Authorities to gain assurances around workplace safety. Working alongside Primary Authorities has helped Boots to review existing safety protocols and to work towards the development of new pieces of assured advice.

Maintaining a safe stockroom environment helps protect our Walgreens team members, which is the reason for implementing our Safety Focused Stockroom program. This program prioritizes maintaining a clean, neat,

and organized stockroom and lowering product stored in the stockroom. Stores can effectively reduce the risk of an incident occurring and achieve a safety focused stockroom environment.

Walgreens has programs in place to support customers and team members through incident management. Our Customer Care Advocate Program proactively offers support to customers who have reported an in-store incident. Our Nurse Triage Program is an upstream process for team members that provides timely quality care following a workplace injury. Through the service, team members with workplace injuries can call and speak to a registered nurse to determine the appropriate first level of care.





## Employee health and benefits

GRI 3-3, 401-2<sup>1</sup>, 403-6

All of WBA's businesses offer robust benefits and well-being programs and, where applicable, healthcare for employees at the national, state or regional level, because plan design, coverage laws and regulations vary by country, state or local level. Here, we will cover three of our largest employers: Walgreens, Boots UK and Boots Opticians, which together account for approximately 87 percent of our 331,000 employees.

WBA's comprehensive benefits packages are designed to support the financial, mental and physical well-being of employees and their families. Our businesses continuously evaluate their benefits and well-being offerings through measurement of utilization, cost modeling, competitive benchmarking and annual team member surveys. Additionally, the board of directors provides oversight of human capital matters with responsibility for general oversight of compensation and benefits programs.

For full-time U.S. employees, Walgreens offers healthcare coverage, insurance benefits and access to Life365 Employee Assistance Programs (EAP) and Be Well Connected, as well as paid parental leave, paid leave and paid time off. Walgreens also offers robust Financial Well-Being programs that include a 401(k) plan with company match and a stock purchase plan. Continuing from the offering's introduction last year, team members enrolled in a Walgreens Health Plan were offered a new consolidated benefit program through Vida Health, which matches participants with a health coach or therapist to help make lifestyle changes for a happier, healthier life. Dependents of those enrolled in the Health Plan also receive access to select benefits.

Part-time Walgreens employees in the U.S. are eligible for several benefits, including 401(k) with employer match, Prescription Savings Club, annual flu shots, Be Well Connected, Life365 EAP and others.

Boots UK and Opticians offers a range of benefits to full- and part-time employees, including EAP, loyalty awards, pension programs, life insurance options and paid time off. In addition, using a flexible program, team members can personalize voluntary benefits across health and well-being, travel, lifestyle and financial categories. Other international WBA businesses, including Thailand, also utilize EAP.

A new offering for 2023 was the development of a LGBTQ+ benefits guide for all Walgreens employees. Walgreens Total Rewards Team created the guide to give team members an overview of the benefits that are typically important to the LGBTQ+ community. This includes PrEP treatment and therapies, family forming benefits and new innovations in health plans, among other benefits.

To support our goal of Health Equity, Walgreens launched a new virtual primary care provider service in fiscal 2023. The program expands our health care ecosystem to ensure team members living in "care deserts" have access to primary care providers. Many of these underserved populations include traditionally Black, brown and rural communities. The new service is delivered by Transcarent [98point6](#) and expands access to virtual primary care doctors for those individuals without consistent access to in-person primary care doctors. So far, there have been more than 4,200 interactions with steady monthly increases between patients and doctors following the programs launch in mid-fiscal 2023.

In the UK, Boots and No7 Beauty Company became the first health and beauty businesses to achieve a Menopause-Friendly Employer Accreditation. We were recognized for our approach to raising awareness, breaking down stigma and building confidence on menopause in the workplace. This has included training for individuals and managers, updated policy and guidance notes, developing a support network and the business covering the cost of HRT for those who chose to access it.

Beyond Walgreens, Boots UK and Boots Opticians, we continue to offer a variety of support services to team members around the world. For example, in Alliance Healthcare Germany, all team members were again offered flu and COVID-19 vaccinations.

## Supporting working parents

GRI 401-3

WBA prioritizes benefit offerings that allow team members to succeed both at work and at home. In many cases, that means making space for family. Both Walgreens and Boots offer competitive parental leave benefits regardless of gender and inclusive of adoption and surrogacy.

In fiscal 2023, Walgreens made updates to their family forming benefits. For fertility treatments, coverage was doubled from \$25,000 to \$50,000, and the requirement of a 'medically necessary' diagnosis was removed. A new offering this year includes surrogacy and adoption support. Employees can receive \$10,000 to cover costs of surrogacy or adoption.

Following a successful launch of the WBA Parenting/Caregiver business resource group (BRG) in 2022, the group grew in fiscal 2023 to provide communication and support for parents and caretakers across the network. More information about the initiatives taken by the Parenting/Caregiver BRG can be found on page [67](#).

<sup>1</sup>GRI 401-2 required disclosures are within the Deloitte & Touche LLP review scope as detailed on pages [119-120](#).



## Mental health support for employees

GRI 103-2, 103-3, 403-5, 403-6

At WBA, we know that living a full, productive life depends on more than our physical health – caring for our mental health is essential. We strive to foster a workplace where every team member is supported and celebrated for being their authentic self, is treated with dignity and respect and has access to tools, resources and support for their well-being. We are focused on building a culture defined by empathy, compassion and authenticity.

In 2023, Walgreens expanded access to [JourneyLive](#), an organization that provides resources and tools to support individuals on their mental health journeys. The program can now be accessed by all employees and those in their direct ecosystem. This expansion was made to help employees and also the people in their lives to symbiotically live happier, healthier lives.

Boots UK’s Mental Health First Aid training program continued in fiscal 2023 following its expansion to critical roles last year, which included pharmacy support and supply chain management. In fiscal 2023, the program was also rolled out fully in Boots Ireland with 60 trained Mental Health First Aiders. Boots UK also delivered Mental Health In the Workplace awareness training to over 2,000 managers in fiscal 2023, including managers in stores, supply chain and support office. This training increases the confidence and capability of our leaders in respect of mental health and many delegates have reported how the training has enabled them to better support team members.

Walgreens, Boots UK and Boots Ireland continued to put emphasis on building specialized expertise around mental health through expansion of Mental Health First Aid training. The Walgreens program, in partnership with the National Council for Mental Wellbeing and American Pharmacists Association (APhA), is a four-hour continuing education accredited course, which approximately 1,675 Walgreens pharmacy team members have completed to date.

To encourage engagement with team member resources and continue reducing stigma around mental health, both Walgreens and Boots deployed awareness and prevention campaigns throughout the year. In May 2023, Walgreens hosted a program for Mental Health Month in partnership with Journey Live. As a part of the campaign, Walgreens facilitated an online meditation event that broke the Guinness World Record for the “most views for an online guided meditation video in 24 hours on a bespoke platform.” A total of 14,460 Walgreens employees viewed the online guided meditation video on May 22, 2023, earning Walgreens an official world record title.

## Supporting employees in crisis

GRI 403-5, 403-6

We recognize that many crises have financial impacts which have a direct impact on the quality of life of our team members. Supporting team members’ financial health through their crisis greatly impacts their overall well-being, including the need to mitigate stress and enable healthy choices.

The Walgreen Benefit Fund in the U.S. and the Boots Benevolent Fund in the UK – both of which are non-profit entities and funded by charitable donations – assist current team members and retirees experiencing financial hardship.

During its fiscal year ending April 30, 2023, the Walgreens Benefit Fund provided \$2,713,535 in aid to over 1,922 applicants. The Boots Benevolent Fund supported 241 employees with over £225,000 (\$273,000) in grants and interest-free loans for fiscal 2023 as of Aug. 31, 2023.





**MORE INFO**

For more information about our supplier diversity efforts, please see page [90](#).

# Diversity, Equity and Inclusion

GRI 2-7, 3-3, 405-1, 413-1

## Our global diversity, equity and inclusion strategy

GRI 3-3

WBA's business, which includes more than 331,000 employees in nine countries, consists of team members with a wide array of backgrounds, cultures, experiences, insights and perspectives. It is our goal to ensure our people feel safe and secure while being able to live their most authentic lives as WBA employees. Our mission is to attract, develop and engage employees and partners who reflect the diverse customers and communities we serve. We believe diversity should be at the forefront of our work and it is a core driver of success for our businesses.

Expanded from fiscal 2022, our global DEI strategy is now centered on four pillars: 1) building talented and diverse teams, 2) understanding our environmental and social impact, 3) building inclusive brands and services, 4) and continuously learning.

During fiscal 2023, we put great effort into focus areas like leadership accountability and transparency in building talented and diverse teams, the expansion of our business resource groups (BRGs), driving and enhancing supplier diversity initiatives and ongoing organizational learning and awareness.

In fiscal 2023, Boots and No7 Beauty Company created a combined Boots and No7 Beauty Company DEI Steering Committee. This change reflects a new, "stronger together" business structure and integrated DEI strategy. The new steering committee includes leaders from both companies and seeks to integrate a comprehensive DEI strategy.

**Our DEI efforts in 2023 were a success. Not only is our workplace stronger and more inclusive, but we have also received awards and recognition, including:**



Awarded [Disability:IN's Employer of the Year](#) for 2023. Also, [scored 100 percent](#) for the seventh year in a row from a joint initiative of [Disability:IN and the American Association of People with Disabilities](#) (Walgreens)



Ranked 46 on the 2023 **Fair360 (formerly DiversityInc) Top 50 Companies for Diversity** (Walgreens)



2023 **Seramount Top Companies for Executive Women**



2023 **NOD Leading Disability Employer**



2023 **Seramount Inclusion Index – Pinnacle Index Company**



Placed 139th in the Stonewall Workplace Equality Index (UK) for LGBTQ+ inclusion (Boots and No7 Beauty Company) and received a Bronze Award in the Global Index



The Pride Alliance UK BRG was shortlisted in the top 10 nominations for 'Outstanding LGBTQIA+ Network of the Year' at British Diversity Awards in London and was a finalist for Network of the Year at the British LGBT Awards



Boots and No7 Beauty Company was a finalist in the Menopause Friendly Employer Awards for Best Training Initiative and Best-Trained Workforce

## Fiscal 2023 workforce DEI goals



**WBA International:** Maintain baseline of women in leadership from fiscal 2023. **Exceeded.**



**Walgreens:** Increase women in leadership by 2.1 percentage points over previous year's baseline. **Exceeded.**



**Walgreens:** Increase representation of people with disabilities across the company by 0.7 percentage point over previous year's baseline. **Exceeded.**



**Walgreens:** Increase people of color by 0.7 percentage point over previous year's baseline. **Partially achieved, 0.5 percentage point.**

### Leadership accountability model

At WBA, we believe all levels should be held responsible for developing a culture of inclusion. As such, we've tied certain ESG targets to compensation as part of our leadership accountability model. For more information on these compensation policies, please see our [Proxy statement](#).

### Diverse Advocate Program

Our leaders are equipped with the tools to develop and grow talent. We also ensure that these leaders are fully engaged in the mentorship of individuals at all levels across the business.

In fiscal 2022, Walgreens launched the Diverse Advocate Program pilot. This program was designed to strengthen diverse representation in the management-level talent pipeline through both mentoring and sponsorship. Following the success of last year's pilot program, in fiscal 2023, we fully launched the Diverse Advocate's program at scale. A total of 45 leaders and 45 individuals across the business participated in the program.

Following a successful pilot in fiscal 2022, in fiscal 2023 Boots and No7 Beauty Company rolled out a reverse mentoring program for senior leaders. By partnering them with a volunteer mentor from one of the business resource groups, they share personal experiences, learn together and partner in bringing about change, thus enabling an improved culture of diversity, equity and inclusion.

### Disability inclusion model

GRI 3-3, 413-1

Disability inclusion remains an increasingly important topic at WBA, and we are doing everything possible to create a safe, inclusive and accessible environment with the idea that not everybody works in the same way.

Walgreens continues to work with community organizations and vocational, state and local agencies to support two signature programs helping increase career opportunities for people with disabilities: [Retail Employees with Disabilities Initiative](#) (REDI) and the [Transitional Work Group](#) (TWG).

Through REDI, Walgreens provides people with disabilities a three- to six-week in-store training program. As part of the training, participants learn valuable retail and customer service skills, qualifying hundreds of potential employees for roles at our stores. In fiscal 2023, Walgreens rolled out this program to more stores, bringing the number to 682, which has led to 2,400 total participants since the project's inception.

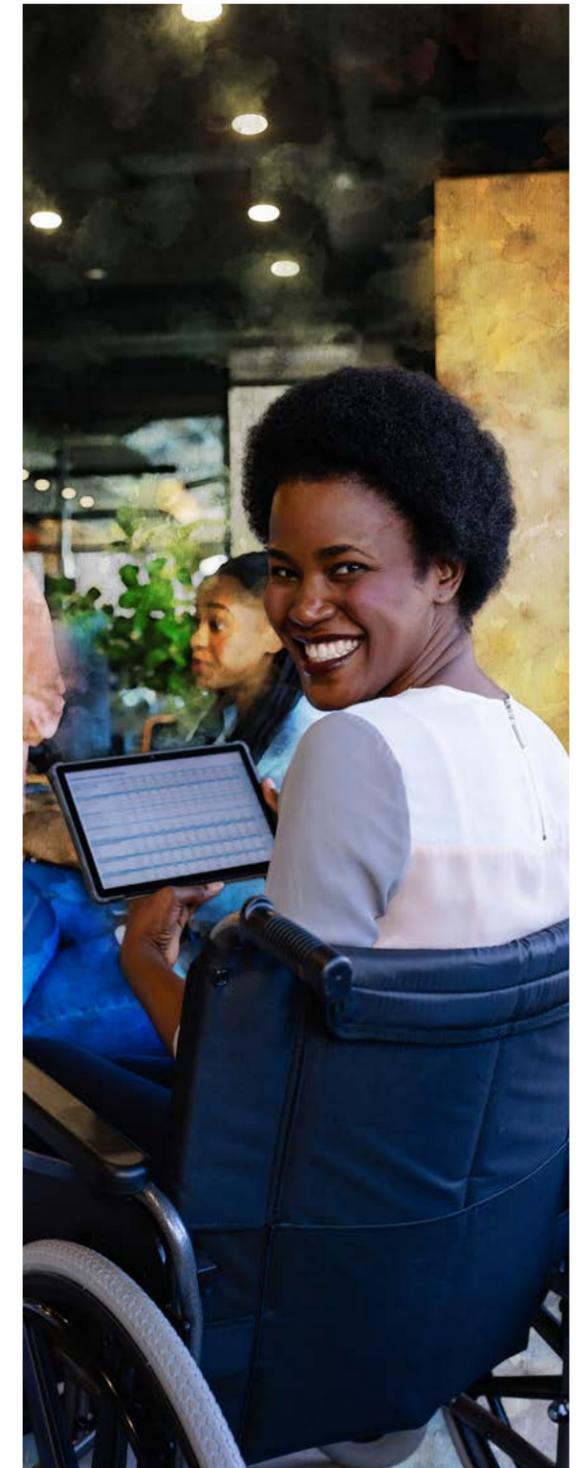
As part of the TWG program, Walgreens also provides a 13-week training program by matching participants with job coaches using a combination of classroom work and on-the-job training to prepare participants to become temporary hires. Following the training program some participants are eligible to become permanent team members at up to 13 Walgreens distribution centers or regional warehouses across the U.S.

In fiscal 2023, Walgreens partnered with [Neurodiversity in the Workplace](#) (NITW), an organization which designs plans and programs for companies to recruit, attract, hire and retain neurodiverse talent. In fiscal 2023, Walgreens hired its first cohort of program participants and is eager to see this program continue to feed into the talent pipeline.

Walgreens was honored to be recognized as Disability:IN's 2023 Employer of the Year following seven consecutive years of recognition from Disability:IN and The American Association of People with Disabilities with a 100% score on its Disability Equality Index. Walgreens has always placed a high importance on disability inclusion with programs like REDI and TWG as well as with partnerships with organizations like NITW and [Turning Pointe Autism Foundation](#). We look forward to continuing our disability inclusion efforts and will actively seek out opportunities to expand our efforts.

In fiscal 2023, WBA launched a new Self-ID campaign entitled "This is Me." The campaign was designed to encourage team members to voluntarily and confidentially self-identify a disability, sexual orientation, gender identity and other self-identifications. Self-identification information helps us understand our workforce better – it informs our programs, services and benefits and helps us create a more inclusive and accessible workplace in which everyone has the opportunity to reach their full potential.

First introduced in July 2022 by Boots and No7 Beauty Company, in FY23, we continued to develop the Workplace Support Passport to support conversations between team members and managers about disabilities, medical conditions, impairments or other key life stages such as transitioning, menopause or managing caring responsibilities. The Passport has helped facilitate conversations between team members and managers about the adjustments we can make to ensure that everyone is equipped to carry out their role. Once the Passport is in place, it stays with a team member for as long as is relevant, making it easier to retain their adjustments if they have a new manager.



## Helping young people from all backgrounds gain professional experience

GRI 3-3, 413-1

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

### Empowering Diverse Young Professionals

Boots and No7 Beauty Company are working with Black Young Professionals network to highlight opportunities on their Support Office site with the aim of increasing representation of Black talent, where the data suggests our current representation could be more reflective of the communities in which we work.



### Walgreens Diversity Donation

During fiscal 2023, Walgreens awarded \$8,475,000 in scholarships for pharmacy students at 132 schools. The awards range from \$5,000 to \$10,000. The goal of the Walgreens Diversity Donation program is to support pharmacy schools that are intentionally working to provide underrepresented minority students with positive and supportive educational experiences while partnering to increase the overall enrollment of underrepresented minority students in the professional pharmacy program.

### Boots UK and The Prince's Trust

Since 2019, Boots UK has worked in partnership with The Prince's Trust to support young people in communities across the UK, developing their skills, confidence and self-esteem, regardless of background. To date, we have supported 500 young people through employability and insight opportunities. In fiscal 2023, Boots and The Prince's Trust supported 119 young people, including 76 young people who took part in Get Into programs, with 42 progressing into paid work. Boots has also raised £1,198,000 (\$1,456,000) for The Prince's Trust this year.

Through a long standing partnership with Sudbury Prison, Boots has given employment opportunities to 313 serving prisoner in our warehouse operations to date.

### Boots UK and Speakers for Schools

Boots focused on tackling employability and generating a talent pipeline through education programs that intercept young people at pivotal moments in their career journeys. Working with social mobility charity, Speakers for Schools, Boots had thousands of interactions with young people across 64 schools focused on guiding them toward future-forward careers. In fiscal 2023, Speakers for Schools offered a virtual meeting for parents and caregivers who play a significant role in guiding young people through their career choices and outlook.

### Business in the Community: World of Work

In the Republic of Ireland, the Boots World of Work program hosts a series of workshops throughout the academic year for students who are at risk of leaving school early. These workshops offer an introduction to what it is like to work for Boots, and included sessions on sustainability and living a healthier lifestyle. The program is currently active in eight schools across the country, and 165 students completed the program over the 2022-2023 school year.

### Skills for Chicagoland's Future

For the ninth year, Walgreens continued to support Skills for Chicagoland's Future, a nonprofit organization helping tackle unemployment and underemployment in Walgreens' home city of Chicago. As part of its partnership, Walgreens has committed to a strategic recruiting relationship to connect the unemployed to opportunities at Walgreens.

As of Aug. 31, 2023, Walgreens has hired more than 200 people in various store positions across the Chicago area through the partnership. This includes a number of pharmacy tech apprentices Walgreens helped to train and mentor through Skills' Beyond the Diploma: Pivot to Success program.



**MORE INFO**

Read more about our supplier diversity efforts in Marketplace on page [90](#).

**Environment and social impact**

A new core pillar of our DEI strategy is around environmental and social impact. At WBA, we are working to more fully understand the intersection of people and the environment and where we can fit in to support both. As we continue to explore where WBA can make the most impact, we anticipate developing a more comprehensive list of goals, programs and initiatives to support this effort. To read more about our environment and social impact work, please see the Healthy Communities section of this report.

**Inclusive brands and services**

WBA seeks to create inclusive brands and services that are accessible. By working with key partners and listening to the needs of employees and customers, we continually develop new opportunities to create inclusive brands and provide services that are adaptable and accessible.

**In 2023, we:**



Released new pronoun badges for team members at No7, Boots and Liz Earle in Boots stores. This allows team members to proudly display their pronouns so that they can be addressed in accordance with their gender identity and creates a safe and inclusive environment for our customers and patients.



Working with Purple Tuesday, we conducted an accessibility audit of 64 products across our health and beauty ranges to understand the strengths and challenges for disabled customers. We'll use these insights to create guidance and training for our teams to continually improve our offering.



Improved training for B-Hive teams on inclusive and accessible content creation to better reach and connect with a wider, more diverse audience in an authentic and inclusive way.



Boots partnered with RangeMe, the leading online platform that streamlines new product discovery between brands and retailers, to enable new, emerging and diverse brands to access Boots' buying teams.

**Continuously learning**

WBA continues to develop new training and development opportunities for employees on issues related to DEI. As new topics arise, we want to ensure employees are equipped with the knowledge to act inclusively at work and beyond.

To provide leaders with the tools to succeed when developing an inclusive culture, in fiscal 2023, Boots and No7 Beauty Company introduced a suite of new DEI learning modules on Learning Hub. This covers key aspects of DEI such as equity, empathy, privilege and allyship and specific modules such as menopause and disability fundamentals.

In fiscal 2023, Boots and No7 Beauty Company extended their reverse mentoring program, 'Inclusion in Action Partnership Programme,' helps to connect leaders within the business with members of our BRGs with the aim of creating partnerships whereby they can share personal experiences, learn together and partner in bringing about change, thus enabling an improved culture of diversity, equity and inclusion. Since the program launched, it has been able to connect more than 40 senior leaders with a BRG mentor.

After the success of Boots' award-winning HUG (Hello, Understand, Go the Extra Mile) customer service training in 2018, we introduced HUG Inclusion. This program extension has had a particular focus on disability with the e-learning helping store employees explore how they can create a more inclusive shopping environment for all.

Walgreens expanded its disability inclusion and representation programs, with the launch of a Support Center program to recruit and retain neurodivergent talent in partnership with industry-leader Neurodiversity in the Workplace.

In support of this new initiative, Walgreens hosted Lunch and Learn sessions to bring greater awareness and understanding of neurodiversity and to socialize the new hiring initiative with support center people managers and the HR community. Over 150 employees attended the three sessions with representation from the U.S. Retail Pharmacy and U.S. Healthcare segments.

## Reporting on our progress

WBA published our latest EEO-1 data covering U.S. employees as of Dec. 31, 2022. The EEO-1 report is a mandatory annual submission to the U.S. Equal Employment Opportunity Commission (EEOC). Large private-sector employers are required to submit demographic workforce data, including data by race/ethnicity, sex and job categories. It is important to note the EEOC job categories do not match WBA's workforce organization; therefore, the diversity percentages in the EEO-1 report do not match the diversity data we publish in this report.

In the UK, our businesses that are subject to the government's gender pay gap regulations publish annual reports. During fiscal 2023, Boots UK published its [Sixth Gender Pay Gap Report](#), which included actions taken toward further reducing the pay gap, encouraging and supporting female employees across the organization and inspiring everyone to reach their full potential. This report showed a median gender pay gap of 0 percent. Boots continues to remain well ahead of the median national average and is continuing to drive initiatives to maintain our progress in this area.



Fiscal 2023 workforce and diversity data

GRI 2-7, 405-1

The following charts and tables show our progress against DEI targets and our workforce by the numbers globally and in the U.S.<sup>1</sup>

Employee category	Age group (%)			Gender (%)		
	<30	30-50	>50	M	F	UD <sup>2</sup>
Manager <sup>3</sup>	13	66	21	38	62	-
Non-manager <sup>3</sup>	42	36	22	28	72	-
<b>All employees</b>	<b>38</b>	<b>40</b>	<b>22</b>	<b>29</b>	<b>71</b>	-
Senior Director and above <sup>4</sup>				54	46	-

Racial and ethnic diversity of employees in our U.S. workforce as of Aug. 31, 2023

	People of color (%)	White (%)	Undisclosed (%)
Total U.S. workforce <sup>3</sup>	51	48	1
Managers <sup>3</sup>	41	59	1
Non-managers <sup>3</sup>	52	46	1
Senior Director and above <sup>4</sup>	24	72	4

<sup>1</sup>Percentages may not sum to 100 percent due to rounding.

<sup>2</sup>Totals showing zeros reflect rounding of amounts lower than 0.5 percent. UD = undisclosed

<sup>3</sup>Fiscal 2023 data is GRI 405-1 specified disclosure and is within the Deloitte & Touche LLP review scope as detailed on pages 119-120.

<sup>4</sup>Data is limited to the U.S. Retail pharmacy segment and U.S. Healthcare segment only. This data includes all employees at this job level who are on payroll as of Aug. 31, 2023. This row of data does not fall within Deloitte & Touche LLP's review scope.

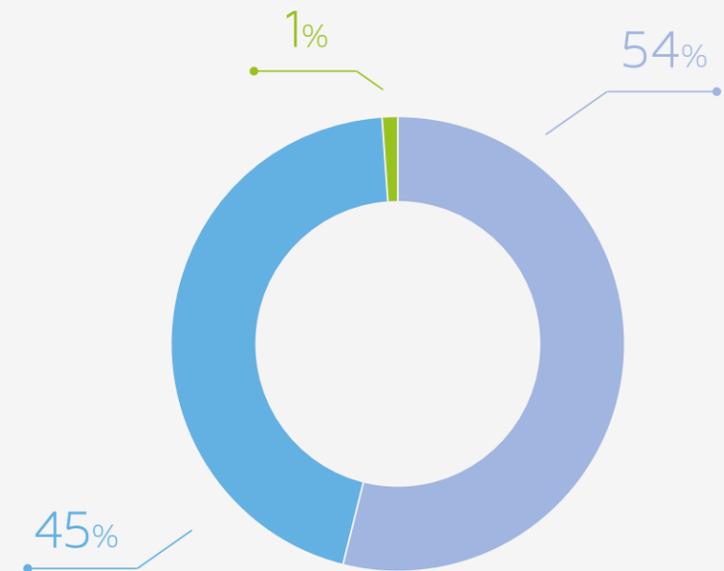
Walgreens pharmacists by gender

- Female
- Male



Walgreens pharmacists by race and ethnicity

- White
- People of Color
- Undisclosed



### Business resource groups

In fiscal 2023, our business resource groups (BRGs) saw significant growth. More than 6,200 team members have joined at least one of our 24 BRGs. We recently introduced *Belong at Boots Ireland* and expanded *Parent and Caregiving BRG* in UK.

Our BRGs are active throughout the year, raising awareness for the causes that mean the most to them. They are active internally as well as externally, participating in their own communities outside of WBA.

### Here is some background on each BRG and highlights of their achievements in fiscal 2023:



To build a cross-functional team that embraces African-American culture with a focus on education and awareness, equity and advancement.



To build leadership capabilities, strengthen team member community, increase business value and celebrate diversity across the Asian community.



To create a culture that celebrates differences, embraces diversity and fosters inclusivity at all levels of Boots Ireland, and reflects the communities we serve.



To engage our team members, customers and communities on topics involving Racial, Ethnic and Cultural Heritage, creating a supportive environment for all while promoting inclusivity across all levels of WBA.



Engage, educate, and support individuals with disabilities and allies by providing informational content, fostering an inclusive workforce, and furthering disability-related initiatives.



To support team members with opportunities to engage in sustainable practices, while driving change, business performance and enhancing brand reputation.



To attract and engage team members and partners who reflect our diverse customers and communities, fostering an inclusive culture, while driving business performance.



To engage, retain and develop Latino team members at Walgreens and deliver impact that matters for our business and diverse communities.



To drive purposeful impact while engaging, retaining and developing the capabilities of career starters at Walgreens.



Being a voice for our LGBTQ+ team members, customers and communities, partnering with allies and to promote a supportive and inclusive environment.



To support team members who are Veterans, Reserve Forces, Military families and friends and promote our business as a supportive employer and retailer of choice across all Military communities



To be the global community for women and allies in Walgreens Boots Alliance that inspires, develops, advances, and supports women in reaching their full potential through collaborative partnerships, personal connections, and an engaged workforce.



To provide resources and community for team members who are caring for others in their personal lives. Working Parents & Caregivers provides a space for all to connect, network and support each other as we navigate to balance personal challenges with professional life.

# Employee Engagement and Development

GRI 2-7, 2-8, 2-21, 2-30, 3-3, 201-1, 404-1, 404-2, 404-3

**As a global business with roles in pharmacy, retail, distribution, fulfillment and corporate operations, WBA can impact prosperity in communities worldwide by acting as an employer of choice. We view this responsibility as caring for the whole team member through six fundamental needs: physical health, financial wellness, authentic environment, purposeful work, connectedness and career growth.**

## Employee hiring, retention and compensation

GRI 2-7, 2-8, 2-21, 2-30, 3-3, 201-1, 401-1

We understand that investing in and listening to our teammates is the most effective way to foster a great place to work, which translates directly to our business success and ability to serve customers.

To ensure we are effectively meeting the needs of our team members and encouraging retention, WBA deploys significant tools and processes to gather and respond to feedback. Our primary tool for understanding the state of our workforce is our annual global team member engagement survey, "Our Voice. Our Future."

We also recognize the importance of compensation in attracting and retaining top talent. To meet our aim of offering competitive pay and benefits, the compensation department conducts an annual pay analysis against key roles.

Boots UK partnered with the [Armed Forces Covenant](#) in fiscal 2023, which seeks to ensure that those who served in the armed forces and their families are treated fairly in the workplace. This further enshrines Boots' commitment to treating veterans fairly and with respect following last year's creation of Valour, a BRG that advocates for veteran representation across the business.

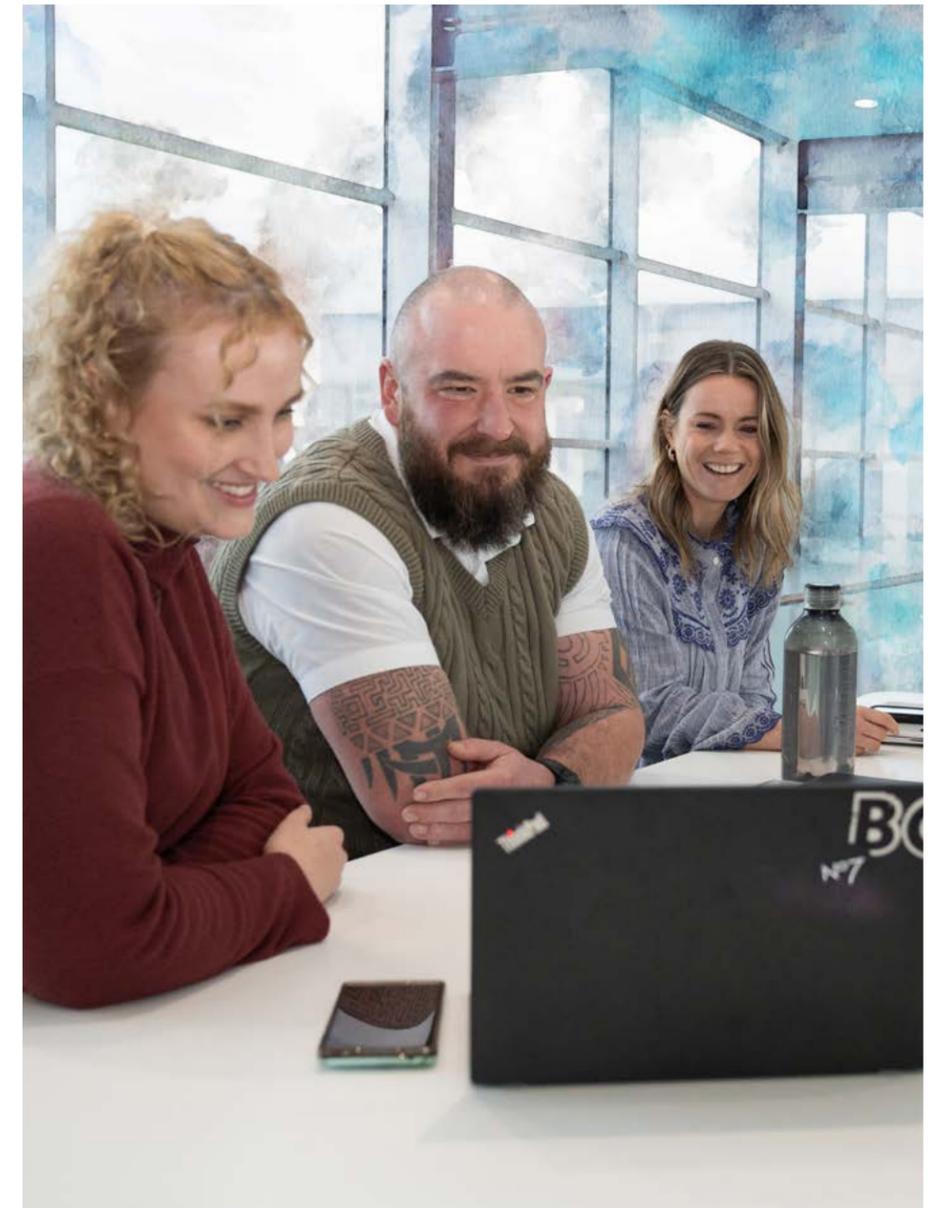
Since the Boots UK 50 Year Club was founded six years ago, the business has celebrated 72 team members with 50 years of service or more. During fiscal 2023, 10 new team members reached their 50-year milestone. Additionally, four team members have celebrated over 60 years of service.

Through a long-standing partnership with Sudbury Prison, Boots has given employment opportunities to 313 serving prisoners in our warehouse operation to date, allowing them to gain the opportunity of employment and earning and providing our operation with a pipeline of team members.

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 segments, businesses and corporate functions are required to keep up-to-date written policies defining the rights of each team member to trade union membership where statutorily or legally required, according to our internal human resources policy.

As of Aug. 31, 2023, 7.3 percent of WBA team members were covered by collective bargaining agreements.



## Employee training, learning and development

GRI 404-1, 404-2, 404-3

Learning and development are key to supporting team member development and enabling the future of our business. To effectively live our vision to reimagine healthcare and leverage our talent network, WBA focuses efforts on leadership development, store training and clinical preparation. Our internal functions work to align training and upskilling to the evolving needs of the business.

We extend training opportunities across our organization and in stores, support offices and distribution centers. During fiscal 2023, Walgreens full-time equivalent team members received an average of 29 hours of training per person.

WBA collaborates with internal and external experts to offer learning through functional academies including the IT Academy, and in the UK we offer the Myway Marketing Academy. The academies provide best-in-class learning tools to hone priority skills in highly competitive areas. Throughout fiscal 2023, the programs evolved to provide specialized learning on key topics including Cloud, Cyber Security, Project Delivery, AI/Data and Digital Marketing in support of business strategy and goals.

Walgreens University continued to offer training, leadership development and career advancement opportunities to team members at all levels. During fiscal 2023, more than 14,500 team members participated in both in-person and live virtual sessions. Walgreens University also partners with academic institutions to offer tuition discounts. Since launching in 2013, Walgreens University has provided team members with more than \$11 million in tuition discounts.

Boots UK also puts emphasis on upskilling pharmacists in compliance with changing requirements from the General Pharmaceutical Council (GPhC) and NHS contractual requirements. In fiscal 2023 we trained over 250 phlebotomists to support an NHS research program, Our Future Health. We also continue to support access to vaccinations for the UK population by training in excess of 4,000 Boots team members to support our Private and NHS led services.

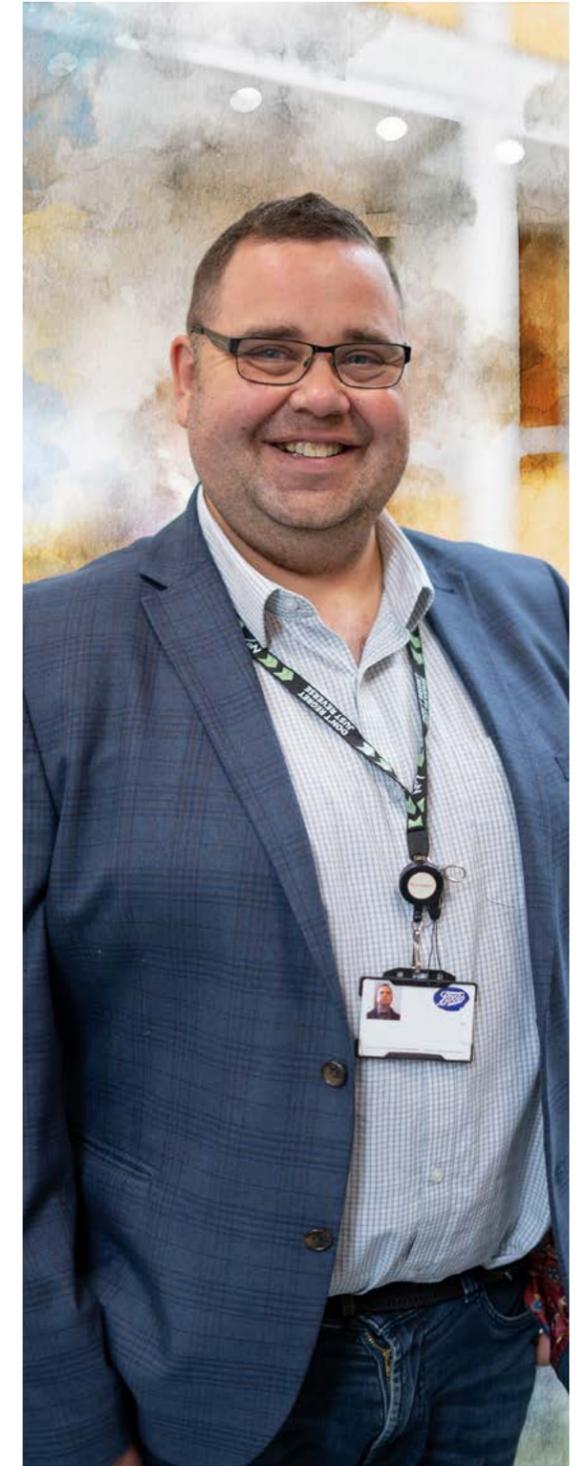
Boots UK grew participation in its apprenticeship programs to more than 800 team members across 16 programs, from entry level up to degree level, across supply chain, support office and stores. In fiscal 2023, the programs grew to include the new optical assistant level three, data science and AI programs. New programs are continually developed in order to meet certain needs of the business and to help with specialized staff retention.

In 2019, the first Irish national retail apprenticeship scheme was launched with Boots Ireland forming part of the steering committee and securing a pharmacy module as an elective element of the program. In fiscal 2023, three apprentices graduated from the Boots Ireland scheme, bringing the total number to date to seven.

As a measure of WBA's success and to continue developing team members according to our objectives, we prioritize performance appraisals. At the start of the year, team members set goals and are evaluated at ongoing points throughout the year. Team members are also rated on performance behaviors, which we have identified as driving culture and responsible leadership. Emphasis is put on not only what our teams do, but also how they do it.

In fiscal 2023, the LEAD program was launched, which is an organization wide development program in Boots and No7 Beauty Company for leaders who have aspiration to grow their careers into senior leadership roles, building diversity of thought, people and commercial leadership capability. Participants are connected to the senior leadership team through program sponsorship and project work as well as being supported to maximize coaching and mentoring opportunities.

In March 2023, WBA team members around the world celebrated International Women's Day #embraceequity by hosting a selection of events that explored the theme through key topics such as Workplace Wellness, Allyship and Intersectionality. In addition, WBA participated in events that support developing women in leadership. Benavides hosted the SpeakHers Foundation networking event in Mexico focused on empowering and retaining women in leadership. The event had 120 participants.





# Healthy Planet

## Fiscal 2023 Progress

### By fiscal 2030:



**WBA:** Reduce absolute Scope 1 and Scope 2 global carbon emissions by 30 percent, as compared with 2019 baseline. **On Track.** Reduced emissions by a further 3.8 percentage points in fiscal 2023 taking cumulative reduction to 25 percent



**Boots UK:** Reduce food waste by **50 percent** from the 2015 baseline, as part of WRAP Food Waste Reduction Roadmap. **On Track.**

### By fiscal 2040:



**British Retail Consortium Climate Roadmap, Boots UK:** Support the UK's wider net zero transition by collaborating with 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 emissions by 2035. **On Track.**





*A Letter From...*

## Una Kent

Vice President of ESG and DEI, International Walgreens Boots Alliance

**The climate agenda could not be more at the top of our minds since we published our last report. The summer of 2023 was Earth's hottest since global records began in 1880, according to scientists at NASA's Goddard Institute of Space Studies (GISS) in New York. Our amazing team members have had to respond to unprecedented events in our major markets, from catastrophic fire damage in Hawaii, to flooding in Vermont as well as the effects of extreme heat across Southern Europe and air pollution in Thailand.**

We recognize that the Climate crisis is a Health crisis. The heat is on.

For these reasons, it is all our responsibility at Walgreens Boots Alliance to remain committed and focused to the ambitious but very necessary targets that we have set ourselves to achieve in the areas of carbon emissions reduction, plastic reduction and food waste reduction. Together, we continue to make excellent progress towards a reduction of our total Scope 1 and 2 emissions by 30 percent by 2030 from a 2019 baseline. This year, we further reduced emissions by 3.8 percent reaching a 25 percent reduction since 2019.

Our actions over the past year as a leading company range from policy to the practical. We continue to align our reporting to the likes of the Global Reporting Initiative (GRI), and we continue to engage with organizations such as the Retail Industry Leaders Association (RILA) in the U.S. and the British Retail Consortium (BRC) in the UK to help guide our environmental work. With clear targets set and monitored rigorously on a quarterly basis, we can hold our heads high. As we mark this

anniversary year, I am heartened by our year-on-year progress against the initiatives and goals that we know move the needle in this area. Four years ago, we were one of the first retailers to remove plastic bags in the UK, and today we remain committed to doing so across our global operations. Since 2019, we decreased waste to landfill or incineration by 18 percent or 55,000 metric tonnes.

With our immense heritage and the scale of our business and deep partnerships with suppliers and associations, our impact makes a difference. Based on our progress to date, the transparent governance and reporting that we have put in place, and a razor-sharp focus on our goals, we can remain confident that we will reach our targets. Together we are committed to ensuring our actions deliver both healthy people and a healthy planet.



# Energy and Emissions

GRI 3-3, 302-3, 302-4, 305-1, 305-2, 305-3, 305-4, 305-5

## Our carbon emissions target

GRI 3-3

**At WBA, we believe there is an inextricable link between the health of our planet and the health of our communities, whether impacted by extreme temperatures, natural disasters, airborne diseases or poor air quality. We also believe climate change is caused by human activities and requires swift action by corporations to do our part in reducing our footprint.**

WBA has continued to execute against our global emissions reduction targets, which include an ambition to reduce our total emissions by 30 percent by the end of fiscal 2030. At the end of fiscal 2023, WBA was able to reduce our Scope 1 and Scope 2 emissions by 25 percent compared to the 2019 baseline. Details on our progress against our emissions reduction goals can be found on page [74](#).

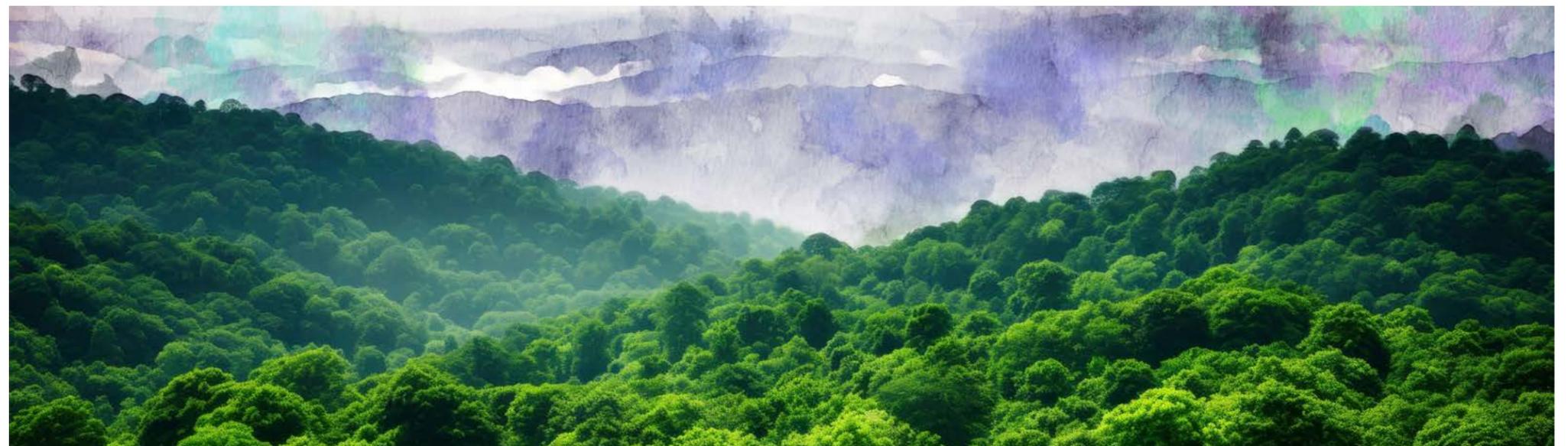
To position WBA to meet our reduction targets, we continually seek opportunities to advance energy efficiency in our largest business, Walgreens. With more than 8,700 stores and clinics in the U.S., implementing new strategies that reduce the energy consumption involved in maintenance, sourcing and other energy intensive activities is crucial to ensure we meet our 2030 goals.

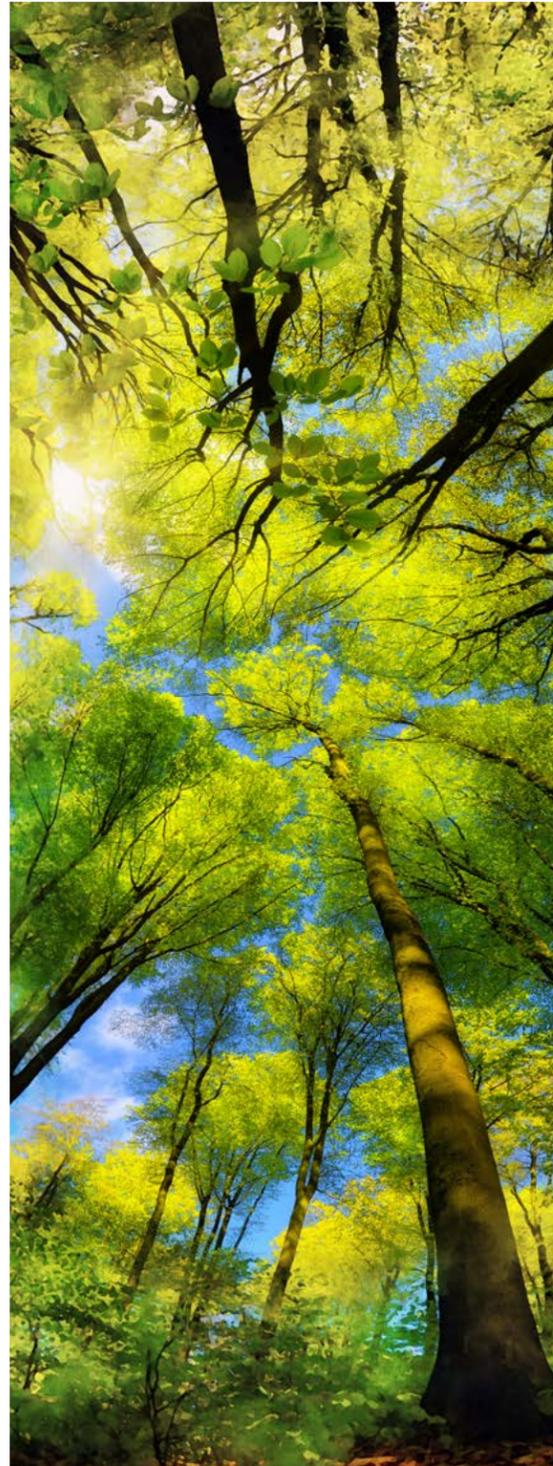
In fiscal 2023, Walgreens initiated a trial bulk fuel program in two California distribution centers that replaced traditional diesel with renewable diesel. This has the potential to decrease transportation emissions in these locations by 75 percent. Given the positive impact of this program, WBA intends to roll it out to other locations across the U.S. as additional supply becomes available.

In the UK, Boots has continued to limit the reliance on natural gas in its stores. Our position is to not use gas in new stores, and we have active gas to electric programs to support the transition away from gas. As part of that program, Boots was able to remove natural gas from seven stores via HVAC projects and significantly limited the reliance on gas in one additional store.

In fiscal 2021, Boots UK collaborated with other UK retailers on a roadmap for the industry to achieve net zero emissions by 2040, including net zero Scope 2 emissions by 2030, Scope 1 by 2035 and Scope 3 by 2040. Boots Ireland signed up to the Business in the Community Ireland Low Carbon Pledge to set science-based carbon emissions reduction targets by 2024.

This year, Boots and the No7 Beauty Company established a network of Net Zero Leads across the business who are using baseline footprint data for Scopes 1, 2 and 3, gathered in fiscal 2022, to develop an emissions reduction plan. The Leads will meet monthly and are tasked with identifying opportunities to reduce emissions in their business area, gathering data to support annual footprinting and engaging and inspiring their teams to reduce emissions.





## Climate reporting

As we continue to participate in the broader global effort to manage environmental impact across our company, we recognize the nature of climate reporting is evolving. Investors, regulators and consumers are requesting comprehensive disclosures and transparency around how companies manage their impact.

At WBA, we see this as progress and a necessary step to drive accountability and action against the climate crisis.

In fiscal 2022, WBA engaged with the Retail Industry Leaders Association public comment to the U.S. Securities and Exchange Commission (SEC) to inform potential mandatory climate reporting. While the SEC’s disclosure requirement decision is yet to be released, we remain in support of businesses reporting on their impacts to the planet.

We believe the company is well-prepared for any such rules as we currently report in adherence to several disclosure frameworks that require us to make climate impacts and risks publicly available. We discuss climate change risks and risks related to the evolving global ESG regulatory requirements and expectations in our fiscal [2023 annual report](#), highlighting the ways in which climate change can materially impact our business. In addition, this ESG report is written in alignment with the Task Force on Climate-Related Financial Disclosures. We are actively analyzing scenarios to identify and assess climate-related risks and opportunities, as well as evolving our governance, strategy, risk management, metrics and targets accordingly.

WBA also continues to submit climate change disclosures to CDP on an annual basis. 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.

## Progress on water

GRI 3-1, 3-3

Due to climate change, water availability is becoming less predictable, with implications for human health and food security. WBA understands the importance of this topic. As outlined on page [88](#), our continued rollout of WBA’s owned brand global Supplier Sustainability Program will give us an understanding of environmental and social issues relevant to our product categories, including water.

## Our progress

GRI 305-1, 305-2, 305-3

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 heat. We also report business travel and the portion of downstream transportation and distribution in our management of Scope 3 emissions (indirect emissions that are a consequence of Company activities but occur from sources not owned or controlled by the Company). The Company reports GHG emissions for entities for which it has financial control, as defined by the Greenhouse Gas Protocol A Corporate Accounting and Reporting Standard, Revised Edition, published by the World Resources Institute/World Business Council for Sustainable Development (the “GHG Protocol”).

The Company has set fiscal 2019 as the GHG baseline year for Scope 1, Scope 2 and Scope 3 emissions, and intends to report emissions against this baseline year going forward. In fiscal 2023, WBA’s total carbon footprint based on our stated scope on page [74](#) was 1.5 million metric tonnes of CO<sub>2</sub>e (carbon dioxide equivalent), down 24.5 percent from our baseline year of fiscal 2019, mainly due to energy efficiency projects across the Company. Of the fiscal 2023 emissions, 86.4 percent were from energy emissions, including 89.2 percent electricity and 9.6 percent natural gas within energy emissions. Separately, 12.0 percent of emissions were from product delivery and the remaining 1.7 percent of emissions were from business travel.



**DISCOVER**

The tables and charts in this section show details of emissions data. Energy and emissions data is available in the ESG section of our [website](#).

**Fiscal 2023 emissions data**

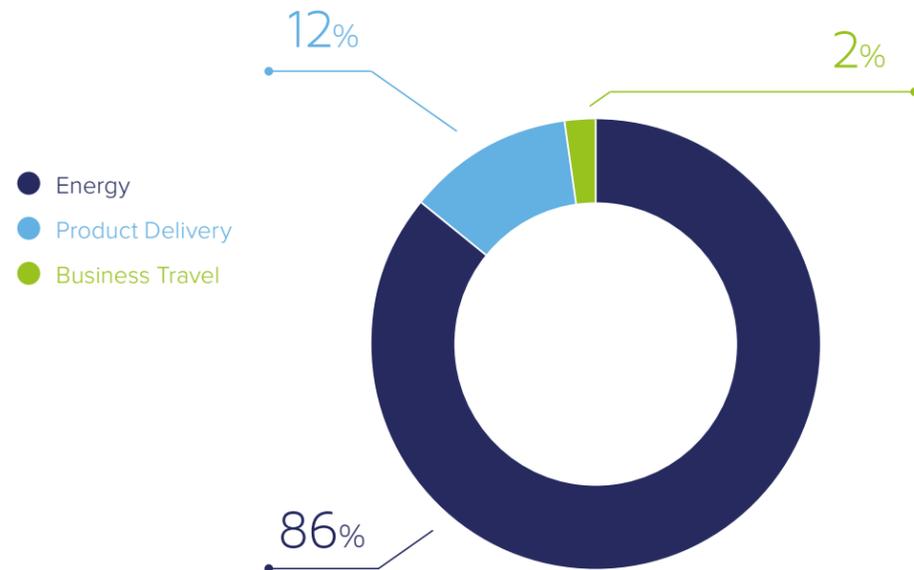
GRI 305-1, 305-2, 305-3, 305-4

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

(000 metric tonnes)

	Fiscal 2023	Fiscal 2022	Fiscal 2019	% change from fiscal 2019
<b>Energy</b>	1,305	1,376	1,781	(27)%
<b>Product Delivery</b>	181	178	180	NM
<b>Business Travel</b>	26	23	42	(39)%
<b>Total WBA</b>	<b>1,511</b>	1,577	2,002	(25)%

**CO<sub>2</sub>e emissions by source in fiscal 2023<sup>1</sup>**



**CO<sub>2</sub>e emissions from energy, by type<sup>1</sup>** (000 metric tonnes)

	Fiscal 2023	Fiscal 2022	Fiscal 2019	% change from fiscal 2019
<b>Electricity</b>	1,164	1,231	1,631	(29)%
<b>Gas</b>	125	130	133	(6)%
<b>Other</b>	16	16	17	(6)%
<b>Total</b>	<b>1,305</b>	1,376	1,781	(27)%

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

(per thousand employees, by segment<sup>1</sup>)

	Fiscal 2023	Fiscal 2022	Fiscal 2019	% change from fiscal 2019
<b>U.S. Retail Pharmacy</b>	64	68	108	(41)%
<b>International</b>	117	89	204	(43)%
<b>U.S. Healthcare</b>	89	-	-	NM
<b>WBA</b>	<b>77</b>	71	157	(51)%

<sup>1</sup>Fiscal 2023 data is a WBA specified disclosure and is within the Deloitte & Touche LLP review scope as detailed on pages 119-120 and page 8 of our fiscal 2023 GHG Statement.



**DISCOVER**

The tables and charts in this section show details of emissions data. Energy and emissions data is available in the ESG section of our [website](#).

**Scope 1, 2 and 3 GHG emissions**

Global CO<sub>2</sub>e emissions ('000 metric tonnes)

	Fiscal 2023 <sup>1</sup>	Fiscal 2022	Fiscal 2019	% change fiscal 2023 compared to fiscal 2019
<b>Scope 1</b>	296	298	313	(5)%
<b>Scope 1<sup>2</sup> (Sales to third parties)</b>	27	25	32	(16)%
<b>Gross Scope 1<sup>2</sup></b>	323	323	345	(6)%
<b>Scope 2 location-based</b>	1,151	1,218	1,617	(29)%
<b>Gross Scope 1 and 2 location-based<sup>2</sup></b>	<b>1,474</b>	<b>1,542</b>	<b>1,962</b>	<b>(25)%</b>
<b>Scope 3<sup>3</sup></b>	64	61	73	(13)%
<b>Gross Scope 1, 2 and 3 location-based<sup>2</sup></b>	<b>1,538</b>	<b>1,602</b>	<b>2,034</b>	<b>(24)%</b>
<b>Scope 2 market-based</b>	1,108	1,177	1,556	(29)%
<b>Gross Scope 1 and 2 market-based</b>	<b>1,431</b>	<b>1,500</b>	<b>1,901</b>	<b>(25)%</b>

**GRI 305-4: GHG Emissions Intensity**

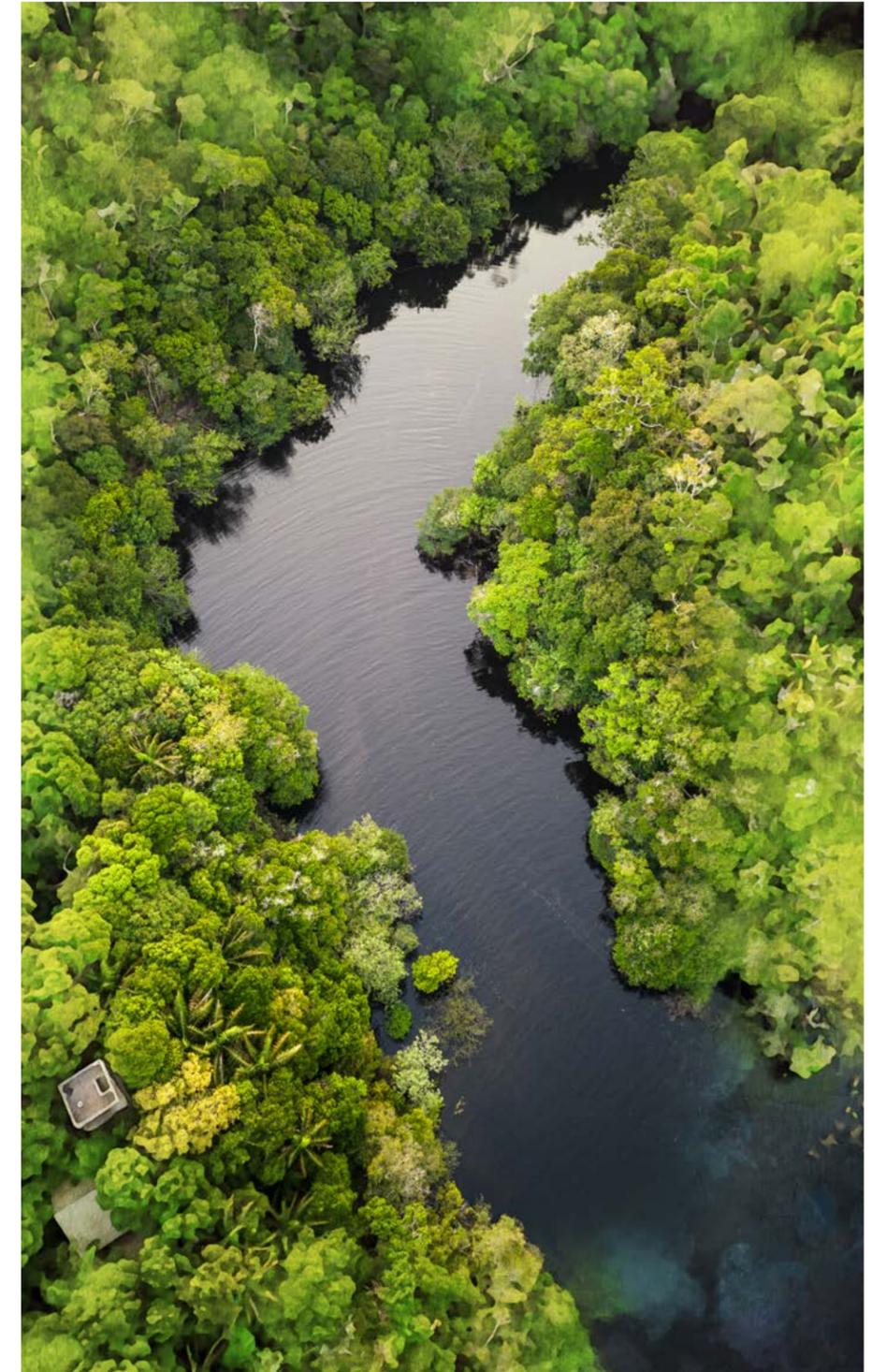
('000 metric tonnes of CO<sub>2</sub>e per USD million sales)

	Fiscal 2023 <sup>1</sup>	Fiscal 2022	Fiscal 2019	% change
<b>Gross Scope 1 and 2 location-based<sup>1</sup></b>	0.0106	0.0116	0.0163	(35)%

<sup>1</sup>Fiscal 2023 data is a WBA specified disclosure and is within the Deloitte & Touche LLP review scope as detailed on pages [119-120](#).

<sup>2</sup>Includes Scope 1 emissions resulting from heat and electricity produced by our on-site Combined Heat and Power plant in Beeston, Nottingham, UK and sold to third parties or the grid.

<sup>3</sup>The Company is reporting on two of the fifteen Scope 3 categories. See Basis of Presentation.





## Managing energy use

GRI 3-3, 302-4

During fiscal 2023, WBA focused on better predicting and adjusting to energy needs across its businesses while continuing to monitor efficiency performance for each business on weekly, monthly and annual cadences.

As energy accounts for most of our emissions, our strategy is guided by efficiency and supplemented with renewable sources. We reduce our overall carbon footprint through management of equipment and systems across retail locations, distribution centers and fleets. WBA's businesses invest in energy-efficient lighting, heating, ventilation and air conditioning (HVAC) units and refrigerators; engage and educate team members around energy consumption; invest in photovoltaic systems; use alternative energy management programs; and participate in demand-response curtailment programs during peak periods.

To stay on the front end of sustainable solutions, Walgreens focused on scaling up LED lighting replacements and designed a roadmap for implementation of refrigerants as the Department of Energy phases out certain refrigerants in favor of potentially lower global warming options.

Following the introduction of store-level energy budgets in fiscal 2022, Boots UK continued to use the same process and is working to give wider visibility to the program. In addition, Boots UK continued the implementation of metering systems to report on store-level consumption more accurately. In fiscal 2023, Boots UK completed 80 electric and 27 gas meter exchanges. In addition to metering changes, the business completed energy-related retrofits and improvement projects in 671 stores.

Following the successful introduction of the Design Conformity ESC Carbon Certification in fiscal 2022, the Boots property team has committed to expanding this requirement into other store areas, including Fragrance. 6,000 displays are being updated with LED lighting saving an average energy consumption reduction of 71 percent, or 111Kg CO<sub>2</sub>e per year. With a seven-year life, this project is expected to save 4,662 tonnes of CO<sub>2</sub>e.

In 2023, Boots Ireland undertook a comprehensive LED upgrade work in its stores and support office. This rolling program of works will deliver lower energy consumption, increased energy control and brighter and more attractive shops for our team members and customers.

The Boots UK Energy Centre, one of the largest in-house combined heat and power (CHP) plants in the UK, allows for greater energy security and carbon emissions reductions than energy purchased from the National Grid. Ownership of this energy management system leads to continuous improvement through installation of new equipment, automated metering

and investments in distribution networks that improve resilience. Boots also sells surplus electricity back to the National Grid.

In fiscal 2023, Boots UK began working in partnership with Cadent Gas through the East Coast Hydrogen scheme to develop the generation and distribution of hydrogen as a replacement for natural gas. The use of hydrogen, initially blended with natural gas and eventually as a replacement will reduce the total volume of gas consumed through the combustion within the Energy Centre which in turn reduces Boots' carbon emissions.

In Germany, Alliance Healthcare Deutschland has begun streamlining warehouse operations which will reduce overall energy use. We have consolidated warehouse locations, prioritizing space in premium locations and streamlining our warehouse footprint. Also at the warehouses, the company implemented a series of energy reduction initiatives including the migration of smaller warehouses into bigger units which contributed to a reduction in energy use year-over-year of 9.7 percent.

## Responding to climate events

GRI 3-3, 305-5

With a large retail footprint, we understand our role and responsibility in managing energy use within our communities, particularly amid increased extreme weather and climate events. Due to Walgreens continued rollout of its advanced Energy Management System (EMS), the business was able to continue its demand response program during fiscal 2023, enrolling 1,025 locations across the country. In addition, the EMS installations offer a more holistic view of store health and allow for real-time adjustments to lighting, temperature, and refrigeration. In fiscal 2023, there were 1,778 EMS installed, bringing the total to 5,800 locations to date.

## Renewable energy

Where strategically feasible, WBA looks to power its operations through certified renewable energy from wind, solar or hydro. During fiscal 2023, 7.0 percent of electricity consumed across WBA was from renewable sources. In the Republic of Ireland, 100 percent of our Boots stores are powered by certified renewable energy. In the UK, 97.8 percent of our stores are certified renewable.

At Walgreens we are evaluating our renewable energy strategy to identify the process that allows the business to have the biggest impact across our operational footprint, including locations under lease agreements.

## Fleet efficiency and electric vehicle charging points

GRI 3-2, 3-3, 302-2, 302-4

WBA fiscal 2023 emissions from product delivery increased by 0.3 percent compared with our baseline year of fiscal 2019.

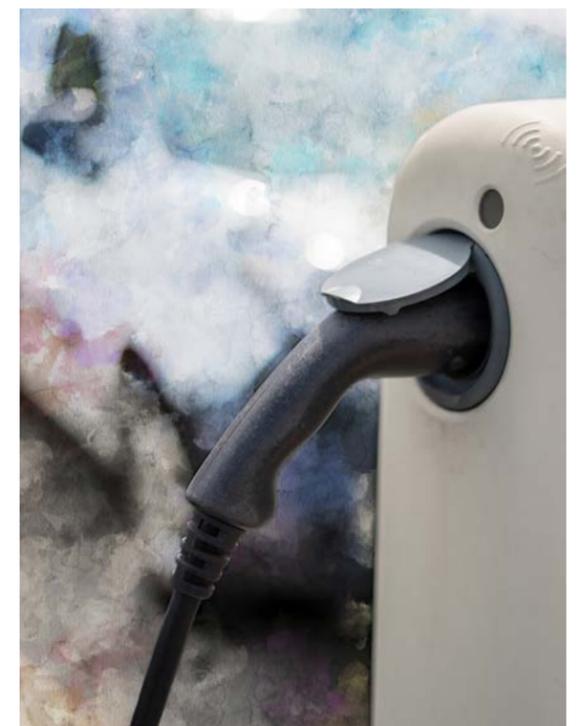
To improve fleet efficiency, Boots UK implemented an all-day routing program within the pharmacy supply chain, resulting in a 3.8 million reduction in miles compared to fiscal 2022. Boots UK replaced 99 double deck wedge trailers in fiscal 2023, with the new trailers allowing for increased capacity, meaning fewer vehicles, decreased maintenance and less tire rubber. The business continues to explore alternative fuels and currently utilizes three electric vans for pharmacy distribution. To contribute to additional vehicle efficiency, Boots is planning to submit orders for additional hybrid vans.

The Walgreen Oshkosh<sup>1</sup> truck fleet has participated in the U.S. Environmental Protection Agency's (EPA) SmartWay Program since 2005, which helps measure fuel efficiency in the fleet and understand the supply chain's total impact on the environment. In fiscal 2023, the EPA again named Walgreen Oshkosh<sup>1</sup> a SmartWay High Performer based on continuous efforts to optimize routes, reduce empty miles, and achieve miles per gallon improvements and introduce equipment replacement strategies for fuel-efficient vehicles.

In fiscal 2023, Walgreens continued optimizing delivery routes and testing new technologies to provide efficiencies. In a replacement for the Aerodynamic EkoStinger program, Walgreens began implementing a trailer skirting project which has the potential to increase fuel efficiency beyond the previous program's potential. Walgreen's 2022 pilot program installing truck wings has evolved into a full-scale program, with 165 wings already installed and a goal of 300 planned by the end of the calendar year.

Walgreens also plans to replace 321 trucks this year, which will lead to an overall improvement of fuel economy. The anticipated fuel economy improvement for fiscal 2024 after the trucks have been replaced is a nearly 3 percent increase in fuel efficiency over previous years.

Also underway are plans to incorporate electric vans for WBA's operations in Germany. This would enable us to drive down energy use and costs.



<sup>1</sup>Walgreen Oshkosh is a subsidiary of Walgreens.

# Waste and Plastics

GRI 3-3, 301-3, 306-1, 306-2, 306-3, 306-4, 306-5, 413-1, 417-1

## Waste management

GRI 3-3, 306-1, 306-2

**Waste management is an important issue for WBA and our stakeholders, who expect us to do what is reasonably within our control to avoid waste associated with our operations and minimize any adverse impacts of waste through responsible management and contributing to a more circular economy. WBA continues to prioritize waste management and works to make our business more sustainable by rethinking designs, reducing consumption, recycling, composting, reusing materials and measuring our global waste generation and disposal.**

This section of our report covers waste management, waste reduction and recycling efforts; Zero Waste to Landfill (ZWTL) programs in certain areas of operation; and efforts to reduce the negative impact of plastics and waste in our retail stores and distribution operations. Our work on plastic packaging in our owned brands is covered in more detail in Sustainable Marketplace.

Waste is a local issue and is managed differently across geographies, with an emphasis on partnership and overall waste reduction. In the UK, the government-backed waste hierarchy provides a framework that promotes waste avoidance, recycling and recovery methods over disposal in landfills. Boots UK also engages environmental management systems and standards to drive a culture of reducing general waste by effectively managing all waste streams. In the U.S., the Environmental Protection Agency (EPA) Non-Hazardous Materials and Waste Management Hierarchy is used to ensure proper approaches are taken for different kinds of waste. Across the world, WBA's businesses engage with various vendor partners to help ensure best practices are used when handling waste.

Tackling a challenge such as waste requires industry collaboration with retail groups and municipalities, especially due to continued uncertainties in the global recycling market. Through organizations such as the RILA in the U.S., Walgreens is supporting efforts to increase recycling and reuse 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, regulation review and response, waste generation reduction, and the circular economy. Walgreens has been a member of the Consortium to Reinvent the Retail Bag's Beyond the Bag Initiative, managed by Closed Loop Partners.

Walgreens continues to sponsor and participate in the U.S. Chamber of Commerce Foundation's Beyond 34: Scaling Circularity for a Sustainable Economy, which aims to improve low U.S. municipal recycling rates by creating scalable models for high-impact waste solutions. Walgreens was involved in the program's expansion in Atlanta, and plans to continue to be highly involved in future developments of this program.

Boots is part of the working group for the Government of Scotland's deposit return scheme for drink bottles. Together with Circularity Scotland and Zero Waste Scotland, retailers are working to develop return points at stores to take back all types of drinking bottles to increase recycling.

Employee awareness and training is key to further progress on our environmental targets and to ensure employees understand the impacts of their work on the environment. More than 520 Boots UK team members have completed the Boots Environmental Experts (BEE) online training since it was introduced in fiscal 2020. At Walgreens, our ESG Champions are provided with information on active waste-related programs such as ZWTL and Beyond the Bag in addition to their ESG training module courses, which include health, safety and environmental compliance, energy and emissions reduction, product sustainability and waste management. ESG Champions from the international teams meet regularly to discuss waste and share best practices on this important issue.





**DISCOVER**

Waste data is available in the ESG section of our [website](#).

**Fiscal 2023 waste data**

GRI 306-1<sup>1</sup>, 306-3<sup>2</sup>, 306-4, 306-5

Across all its businesses, WBA sent 253,082 metric tonnes of waste to landfill or incineration in fiscal 2023, a decrease of 18 percent from the baseline year of fiscal 2019. The increase in waste to landfill between fiscal 2023 and 2022 is due to the first time inclusion of U.S. Healthcare data. WBA recycled or reused 661,600 metric tonnes of materials that were diverted from disposal, an increase of 79 percent from the baseline year of fiscal 2019. This increase is due to the addition of reuse data from Walgreens and Boots UK, and any relevant enterprise acquisition data. WBA has been focused on reducing waste to landfill and incineration as well as improving material diversion through increased reuse and recycling opportunities. We are proud of our current diversion activities, and are exploring new partnerships that would enable us to have more opportunities to reuse or recycle materials.

**Waste by method of disposal**

(000 metric tonnes)

	Fiscal 2023	Fiscal 2022	Fiscal 2019	% change from Fiscal 2019
Landfill	252	240	307	(18%)
Incinerated	1	1	-	114%
	<b>253</b>	241	307	(18%)

**Materials diverted from disposal**

	Fiscal 2023	Fiscal 2022	Fiscal 2019	% change from Fiscal 2019
Recycled <sup>3</sup>	347	354	369	(6%)
Reuse <sup>3,4</sup>	315	259	-	NM
	<b>662</b>	613	369	79%

The fiscal 2023 recycling and reuse rates at our segments were as follows:

- U.S. Retail Pharmacy 72 percent.
- International 88 percent.
- U.S. Healthcare 0 percent.

At Walgreens, VillageMD and Boots UK, waste data is received from third-party suppliers on a regular basis. The data is evaluated for completeness. Portions of the data are estimated based on waste container type and frequency of waste retrieval, particularly from Walgreens and VillageMD. We are continuously reviewing opportunities to enhance our reporting processes.

During fiscal 2023, less than 0.1 percent of the total waste generated by WBA was considered hazardous, and of that, 46.1 percent was recycled, 28.9 percent was incinerated, 8.1 percent was recovered via incineration and 17.0 percent went to appropriate landfills in accordance with federal, state, and local regulations.

<sup>1</sup>Fiscal 2023 data disclosed is GRI 306-1 and WBA specified disclosure are within Deloitte & Touche LLP review scope as detailed on pages 119-120.

<sup>2</sup>Fiscal 2023 data disclosed is GRI 306-3 and WBA specified disclosure are within Deloitte & Touche LLP review scope as detailed on pages 119-120.

<sup>3</sup>Fiscal 2022 amounts have been reclassified to the Reuse category.

<sup>4</sup>Data is presented for Walgreens and Boots UK only. Reuse includes: pallets, totes and product donation and liquidation.

## Diverting and reducing waste

GRI 3-2, 3-3, 306-1, 306-2, 306-4

### WBA businesses continue to divert and reduce waste through several ongoing programs, as well as new initiatives across offices, stores and distribution centers.

For the fourth year in a row, less than 0.5 percent of Boots UK's operational waste went to landfill. 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. For the third consecutive year, Boots Ireland achieved zero waste to landfill. The Walgreens support center and WBA global headquarters in Deerfield, Illinois, continued the zero waste to landfill program. The distribution centers and related facilities in the U.S. and Puerto Rico also improved waste diversion rates. In fiscal 2023, over 98 percent of waste from distribution centers was diverted from landfill.

At Walgreens, the property team has been able to recycle materials that are byproducts of upgrading stores and Walgreens properties. In fiscal 2023, a total of 36,051 metric tonnes were recycled from projects led by the property team. This includes 124 tonnes of HVAC components, 828 tonnes of LED fixtures, 35,082 tonnes from parking lots and 18 tonnes of roofing materials.

### Additional Walgreens achievements and initiatives in fiscal 2023 to divert items from landfills or to reduce waste include the following:



Continued to expand our donation and liquidation program, which diverts unsold or discontinued products such as food, toiletries and household items from landfills. In fiscal 2023, Walgreens donated and liquidated over 7,265 metric tonnes of product.



Following the expansion of the program in fiscal 2022, Walgreens continued to recycle stock bottle and caps at all micro-fulfillment centers. Stock bottles are the plastic containers medications arrive in before they are dispensed for patients. As the first full-year of recycling these products, Walgreens was able to divert 552 metric tonnes worth of stock bottles and caps.



Eliminated 937,000 pounds of waste through reusable product display structures in retail pharmacies.

For 7 years, Boots UK has taken part in the Food Waste Reduction Roadmap as part of the Courtauld Commitment 2030, led by sustainability and waste nonprofit group Waste and Resources Action Programme. The goal of the roadmaps is to reduce food waste by 50 percent by 2030, in line with SDG target 12.3; Boots is on track to meet this goal.

## Repurposing waste

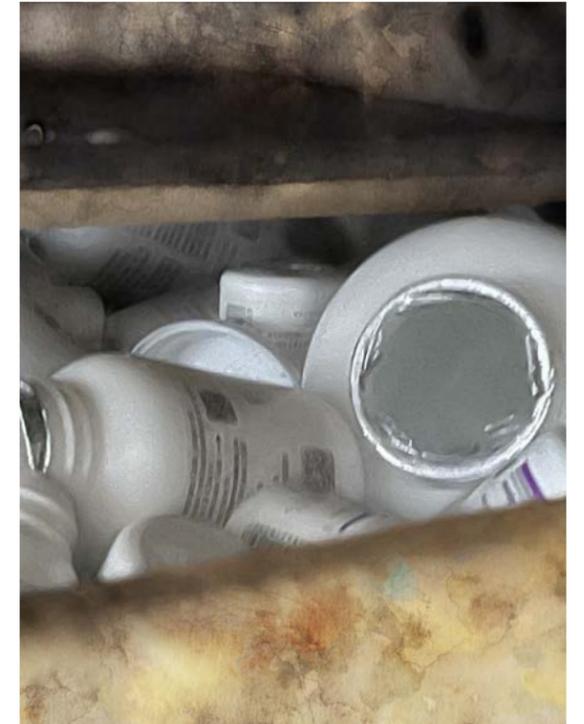
GRI 306-4

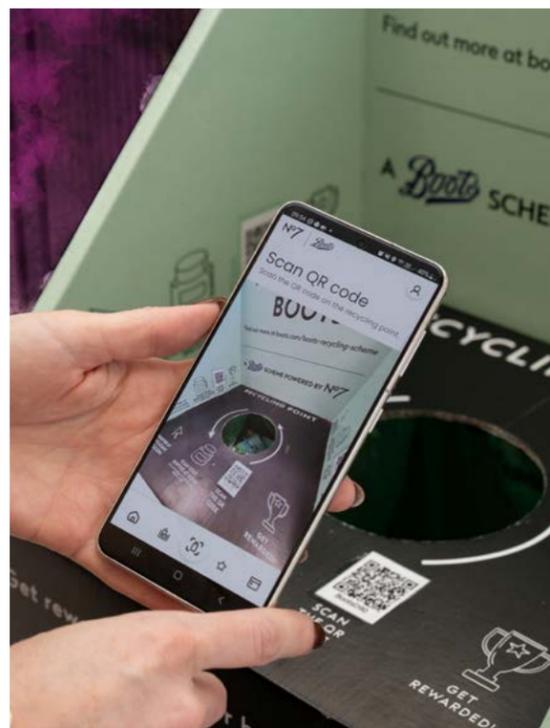
### As a part of WBA's waste management initiatives, there have been opportunities to repurpose waste into usable products and tools for customers and the business.

Along WBA's operational supply chain, we have begun utilizing waste to create reusable tote bags that would have traditionally been waste products.

Boots UK has begun a program reusing light fixtures and shelves in retail stores rather than purchasing new replacements. This does not impact the effectiveness of the shelves or fixtures, as the reused fixtures and shelves are refurbished.

The Walgreens team continued looking into several different opportunities to prevent operational waste and have begun work on several pilot programs. In fiscal 2023, we began working with an existing waste partner, [Effizient](#), to repurpose recycled caps and bottles from Walgreens stores. Effizient was able to create several operational prototypes of pallets and store carts that can be used by Walgreens facilities. We also work with Trex to divert waste film from distribution centers that is used to create upcycled lumber. In fiscal 2023, 633 tonnes of waste film was committed to this program.





## Marketplace recycling programs and initiatives

GRI 3-3, 301-3, 306-1, 306-2, 413-1, 417-1

**In 2020, Boots UK and No7 Beauty Company launched an innovative in-store program, Recycle at Boots, to make it easier for consumers to give a second life to hard-to-recycle health, beauty, wellness and dental product packaging. The innovative Recycle at Boots scheme is the first of its kind in the UK, accepting all products, including those not purchased at Boots, and utilizing Scan2Recycle technology to encourage more sustainable habits. In February of 2023 the program was launched in Ireland, and it is the first and only comprehensive recycling program of its kind in the country. The program is currently available in 701 Boots stores across the UK and more than 50 stores in Ireland.**

Recycle at Boots allows customers to bring even the most hard-to-recycle products into Boots stores to be recycled by Boots' recycling partner, Metrisk. Since the start of the program, more than 100,000 registered users have deposited over 2.3 million beauty, health, wellness and dental products for recycling, diverting 114 metric tonnes of plastic waste from landfills. Boots has also shared learnings from the scheme with other companies and industry groups, and it hopes to see the same levels of accessibility and transparency rolled out across the industry.

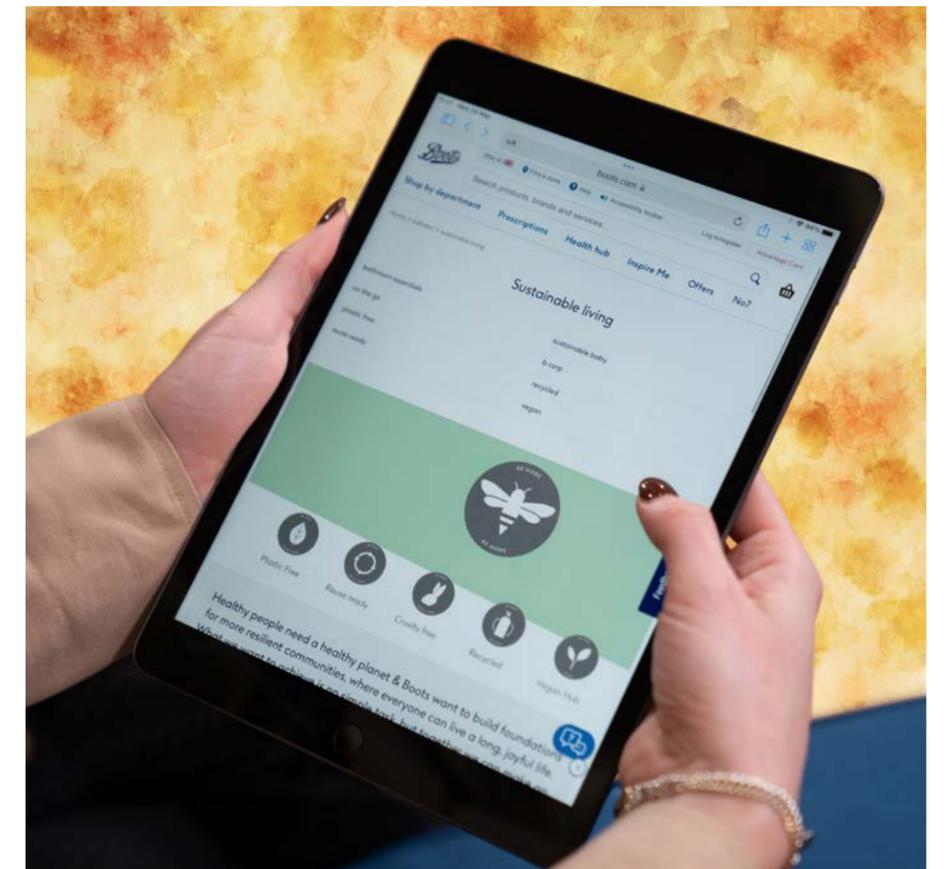
In fiscal 2022, Boots launched the PenCycle scheme, a recycling initiative for pre-filled injection pens available in all pharmacies. Insulin pens are made of 73 percent plastic and generally end up in a landfill or incinerated. Users of Novo Nordisk's pre-filled FlexPen and FlexTouch devices are now able to recycle their empty pens at any Boots pharmacy. In fiscal 2023, 3,024 pens were returned, equivalent to 48.3kg of material that would otherwise have gone to landfill.

Since 2019, Boots Opticians have collected and recycled nearly 9 million contact lenses, blister packs, and foil covers with the ACUVUE® Contact Lens Recycling Programme, amounting to 53,925 kg of plastic.

## Boots 'Be More' initiative

Boots UK has a sustainability initiative on boots.com called Be More, which aims to help customers select products with one or more of the following attributes: plastic free, recycled, reusable, vegan and cruelty free. The shopping tool can be found at [www.boots.com/sustainable-living](http://www.boots.com/sustainable-living) as a permanent feature of the Boots online store. Currently, it features over 630 products, with more to be added on an ongoing basis. Customers can filter their product searches by each Be More edit category.

This edit requires products meeting certain criteria to be listed in the section of the website, providing customers with choice and transparency to help them make informed decisions on products that meet their needs and preferences. A product must meet WBA's minimum requirements for product sustainability, plus meet the specific criteria of the edit categories to be listed. Boots UK plans to continue to evolve and expand these edits to showcase products and brands that are working to be more sustainable.



Efforts are underway to continue to build a more circular economy by rethinking how plastic is used in our operations. More information on plastics in our owned brands can be found on page 85 in the Sustainable Marketplace section of this report.

# Progress on Plastics

GRI 3-3, 306-1, 306-2

Walgreens has been a member of the Consortium to Reinvent the Retail Bag since 2019, a collaboration with major retailers and nonprofit organizations to identify, test, and implement design solutions and models that sustainably serve the purpose of the current retail bag. Also in 2019, Boots UK announced the elimination of plastic bags for its customers, switching to unbleached paper bags. More recently in fiscal 2023, Boots Thailand phased out plastic bags. Paper bags are now available for customers in Thailand.

## Boots continued multiple plastic reduction programs through fiscal 2023, including:



Recycle at Boots is available in 700 stores across the UK and 50 stores in the Republic of Ireland. The scheme allows customers to recycle health and beauty products, which are typically difficult to recycle.



Since the end of calendar 2022, Boots has offered completely plastic-free deliveries for its online orders.



At retail checkout, customers continue to be offered the option of unbleached bags made from 100 percent recycled brown paper printed with water-based ink. By switching to paper, Boots estimates it has removed around 900 metric tonnes of plastic from store operations each year.



Boots continued its partnership with POPAI, an industry body that supports manufacturers of point of sale and marketing materials, and use of Sustain<sup>®</sup>, a web-based sustainability tool measuring the environmental impact of in-store display units produced for Boots UK stores. Sustain<sup>®</sup> issues a rating for displays, which Boots UK uses to understand the environmental impact and product marketing and work with manufacturers to reduce impacts.



Boots pharmacies use recycled paper bags for most medication pickup at stores and plastic bags made of compostable material for medications dispensed from a central facility.

## Wet Wipes Case Study

Given the scope of WBA's global business, we have the privilege of choice when it comes to partnering with companies and suppliers for stocking our retail stores. This choice allows us to influence the sustainability of certain products purchased through those companies and suppliers.

In fiscal 2023, Boots issued a statement to their suppliers indicating that wet wipes made with plastics will no longer be stocked on Boots UK shelves or sold online. This is in response to the pledge made in 2022, which commits Boots to stop selling any wipes with plastic fibers. With more than 800 million wipes sold at Boots, this transition has ensured the removal of a very significant source of micro plastic pollution of land, rivers and seas. Along with this commitment, Boots has called on other retail stores to follow the same path in eliminating single use plastic wipes from their shelves and has been actively engaged with the UK government to change legislation to ban the sale of plastic wipes in the UK.





# Sustainable Marketplace

## Fiscal 2023 Progress

### Achieved in fiscal 2023:



**Boots and No7 Beauty Company:** Achieve 80 percent certified RSPO (Roundtable on Sustainable Palm Oil) palm oil through physical certification. **Exceeded 80 percent physically certified RSPO palm oil in owned brand products.**



**Walgreens:** Source **100 percent** of palm oil from Roundtable on Sustainable Palm Oil (RSPO) certified sources, physically certified and credits **Achieved**. Each following year, Walgreens aims to increase the physical certified portion by **5 percent. On Track.**



**Walgreens:** Increase spend with Tier 1 diverse suppliers to \$700 million, from \$625 million in fiscal 2022. **Exceeded.**

### By fiscal 2025:



**Boots and No7 Beauty Company:** Achieve the UK Plastics Pact 2025 targets: **30 percent reduction** in plastic packaging compared with fiscal 2018 baseline; **100 percent** of plastic packaging reusable or recyclable by consumers; and achieve **30 percent average** recycled content across plastic packaging. **On Track. Our owned brands continued progress toward achieving the UK Plastics Pact targets**

### By fiscal 2030:



**Walgreens:** Achieve **30 percent** reduction in plastic packaging compared with fiscal 2020 baseline; **100 percent** of plastic packaging reusable or recyclable by consumers; and achieve **30 percent** average recycled content across plastic packaging. **On Track.**



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*A Letter From...*

## Rajnish Kapur

Senior Vice President and Chief Sourcing and Supply Chain Officer

**Our brands are some of the most recognized and trusted in the world and it is our responsibility and privilege to ensure the trust and special place they have earned in the hearts of our customers over the years never wavers.**

I am immensely proud of the work our global team does every day to ensure our owned brand products are ethically, responsibly and sustainably sourced.

We have bold ambitions, which we cannot achieve in isolation. I am grateful to our global supplier partners who share our commitment to a sustainable marketplace and protecting our planet. We have already come so far on our journey, and I look forward to seeing what more we can do, together.

Our annual supplier sustainability program, brought to life using The Sustainability Insight System (THESIS), shows year over year improvements in areas including suppliers using less plastic, setting greenhouse gas emission goals and chemical footprint measurement.

WBA's Product Sustainability Hub continues to be a critical enabler of the level of transparency we aspire to throughout our owned brand supply chain. Information, data and certifications relating to palm oil, plastics, packaging and raw materials are just a few examples of the wealth of information suppliers share with us via our global hub.

We have made great progress this year including ensuring all cotton wool in Boots owned-brand products is Global Organic Textiles Standard (GOTS) certified and I am delighted that we succeeded in smashing our target of spending \$700 million with diverse suppliers in the financial year by \$26 million. Meanwhile, our No7 Beauty Company

launched its most inclusive skincare brand, No7 Future Renew. The Future Renew range has undergone the most extensive and diverse testing program in No7's history spanning 37 studies on over 4,200 people, including two clinical trials and 23 user trials.

Our team are an integral part of our journey and are as passionate and demanding as our customers when it comes to protecting our planet. Hosting our second sustainability survey during fiscal 2023 helped us to understand where to focus our efforts on continued learning and development to empower our team to make sustainability a key component of our sourcing decisions and proactively work with suppliers on enhancements and improvements in our ways of working.

WBA continues to be a Champion of The Sustainable Procurement Pledge (SPP) sharing our experiences and learning from others in our industry to collectively bring about change for good.

We have made strong progress in fiscal 2023 and I look forward to leading our amazing teams to achieve similarly meaningful progress in the years ahead.

# Our Owned Brands

GRI 2-23, 3-3

WBA and its owned brand product portfolio covers a diverse range of categories. We continually develop and update our portfolio ingredients and packaging to meet our own evolving standards as well as changing demands. As we look for ways to innovate and improve, we are focused on sourcing and packaging these consumer goods safely, responsibly, ethically and sustainably.

## At a glance

### NO7 BEAUTY COMPANY

No7 Beauty Company is a group of highly respected skin care and beauty brands, some of which date back to 1935. No7 Beauty Company continues to develop products through world-class innovation, sustainable sourcing practices and industry-leading consumer behavior insights. Guided by a bold roadmap, it pledges to achieve its two overarching sustainability goals by 2030:



X2

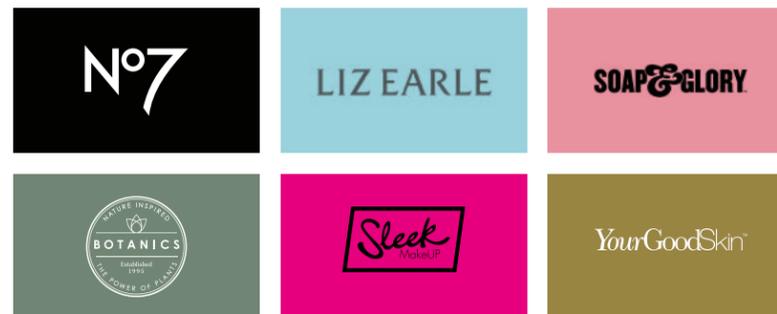
the value we create for society, compared to 2022



1/2

the environmental impact of new No7 Beauty Company products, as compared to 2022

### NO7 BEAUTY COMPANY



### WALGREENS OWNED BRANDS

Walgreens, Nice! and Complete Home are synonymous with quality and aim to live up to our century-old code: we believe that honest goods sold to honest people by honest methods. Our brands and products include a variety of goods in numerous categories.



### BOOTS OWNED BRANDS

From healthcare and beauty essentials to quality sunscreen, Boots owned brands, including Boots Soltan, Boots Brand Healthcare and 17, provide affordable, accessible products customers know, love and trust.



## Sourcing standards and policies

GRI 2-23

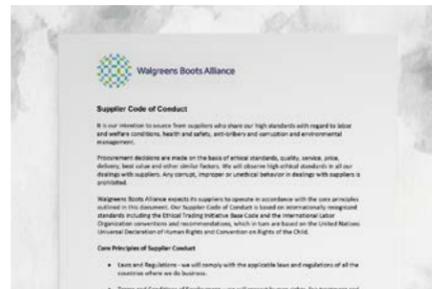
Customers, team members and potential new hires are increasingly demanding products that are ethically sourced and made with sustainable materials. At WBA we are rising to this challenge and continuing to work with suppliers who share common principles of fair and honest business; demonstrate a commitment to maintaining safe working conditions; fully comply with all legal requirements; and comply with labor, health and safety standards in the countries where they and we operate. This means screening all suppliers and selecting partners that consider social and environmental factors.

We prioritize this responsible supplier engagement and sourcing practices through foundational standards, policies and core principles that govern our interactions.



### Code of Conduct and Ethics

Our [Code of Conduct and Ethics](#) provides foundational standards that uphold WBA's commitment to integrity across our businesses, including supply chain management.



### Supplier Code of Conduct

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. We expect suppliers to operate in accordance with these principles and be open and transparent to our assessment of their compliance with the code.



### Modern Slavery and Human Trafficking Statement

Our [Modern Slavery and Human Trafficking Statement](#) details our commitment to eradicating these abhorrent practices, our policies, governance and training regarding these issues.



### Human Rights Policy Statement

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

## Chemical use and management

GRI 3-3

WBA's existing [Responsible Chemical Management Strategy Policy Statement](#) continues to govern and assert our commitment to proactive responsible chemical management for all consumer-owned brand products across baby, personal care, beauty and household care portfolios. Our strategy drives innovation for safer alternatives and transparency around our management practices.

The [Chemical Action List](#) (CAL) goes beyond regulatory requirements by adopting positions on chemicals that we have identified as causes for concern. We conduct regular reviews of our categories and substances for new CAL inclusions.

### Our CAL includes:



#### Prohibited List:

Chemicals on the list must not be present or intentionally added



#### Elimination List:

Chemicals to be eliminated within a defined time period



#### Stewardship List:

Chemicals that do not yet have a formal WBA decision on prohibition, elimination, or restriction will be closely monitored with the potential decision to add them to the Elimination List initially, then ultimately to the Prohibited List at a future date

## Industry collaborations and partnerships

GRI 2-28

We engage with numerous organizations, competitors, trade associations and government entities to seek industry-wide solutions and take meaningful action toward sustainability. These engagements are crucial to WBA acting as an industry leader and continuing to drive the industry forward. See Stakeholder Engagement for a full list of our memberships and associations.

### EU EcoBeautyScore Consortium

To further its efforts to encourage sustainable behaviors for consumers and help them make better-informed purchases, Boots and No7 Beauty Company are signatories to the [EcoBeautyScore Consortium](#). The consortium is a collaboration of major global cosmetics companies that seek to establish a transparent global environmental impact scoring system. The scoring system aims to provide consumers with clear comparable environmental impact assessments to inform purchasing decisions. This will contribute to meeting the growing consumer demand for increased transparency about the environmental impact of cosmetics products, including the formula, packaging and product usage.

### Sustainable Medicines Partnership

Walgreens is a collaborator of the [Sustainable Medicines Partnership](#) (SMP) and member of the Steering Committee. The SMP is a private-public collaboration executing projects to make the use of medicines more sustainable. The partnership delivers evidence-based integrated projects, including scalable solutions, frameworks, standards, metrics and implementation toolkits.

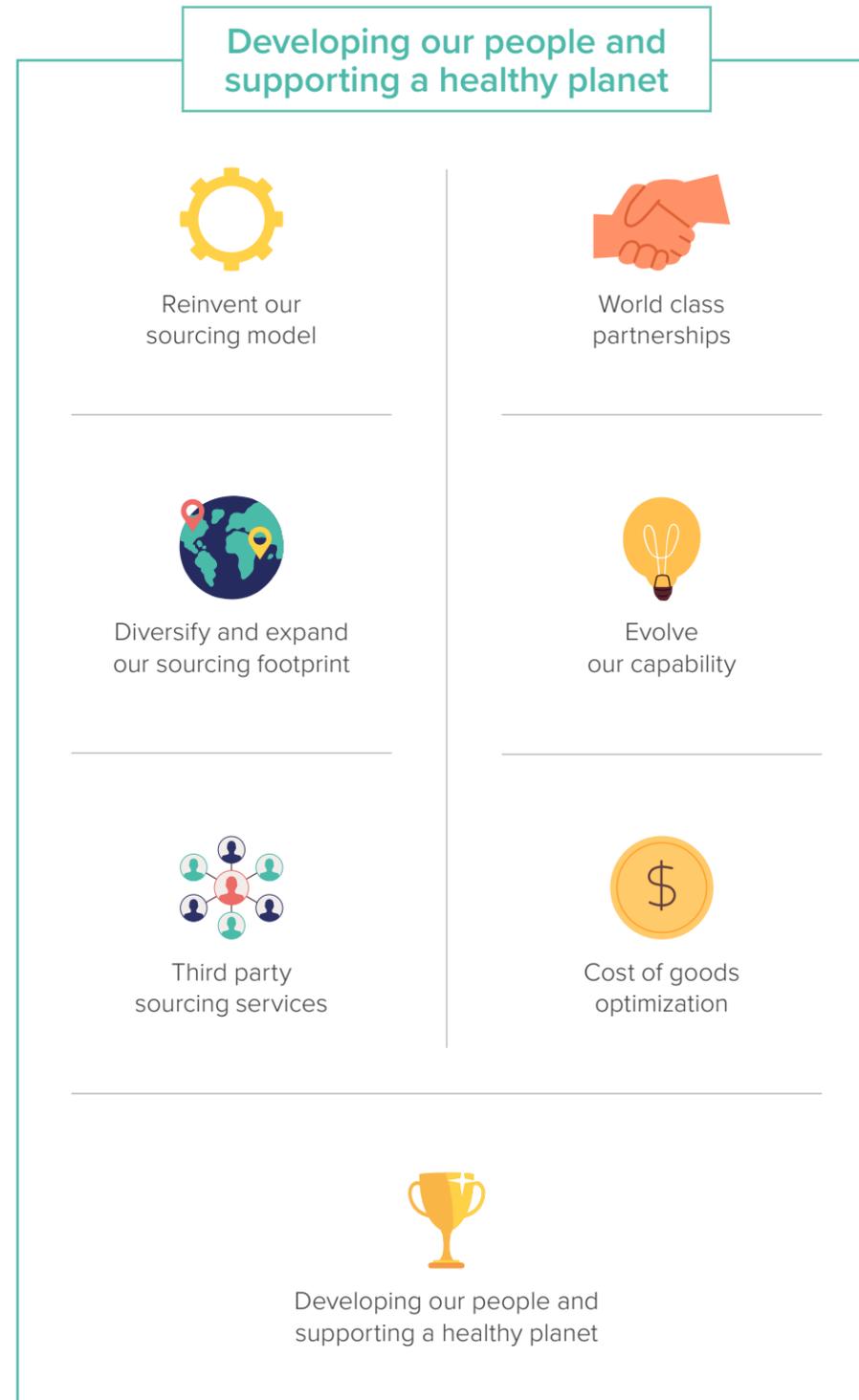
### World Wide Fund for Nature and Liz Earle

In fiscal 2023, Liz Earle Beauty Co. and World Wide Fund for Nature (WWF) [launched a three-year partnership](#) to protect the UK's natural habitats and help restore biodiversity for future generations. As part of this three-year partnership, Liz Earle committed to raising funds for WWF to support [Seagrass Project](#) and host overall awareness drives around the importance of and need to protect biodiversity.



# Responsible Sourcing

GRI 2-24, 3-3, 308-1, 308-2, 414-1, 414-2



## Supply chain mapping and transparency

GRI 3-3, 308-1, 308-2, 414-1<sup>1</sup>, 414-2<sup>1</sup>

Our global Supplier Sustainability Program measures suppliers' sustainability performance per product category with the support of an online system used for data collection, analysis, reporting and scoring. The program utilizes [The Sustainability Insight System \(THESIS\)](#), developed by the nonprofit organization [The Sustainability Consortium](#), a holistic sustainability assessment tool that gauges supplier practices, performance and management on energy, water, ethics and more. We have seen year-over-year improvements with our participating owned brand suppliers in the setting of manufacturing greenhouse gas goals and overall reduction of plastic usage.

THESIS is key when it comes to making sure suppliers are progressing on their sustainability journey alongside WBA. It helps us understand where suppliers are in their sustainability journey and shares guidance with suppliers on how to advance their own practices for year-over-year improvement. This two-pronged utilization of THESIS helps competitively drive the industry forward, as suppliers can compare themselves to peers while holding themselves accountable. Improved supplier data collection from the program has furthered our ability to identify sustainability opportunities and risks at the product-category level. By identifying risk and opportunities within our suppliers' practices and supply chains, it enables us to better direct our efforts in supporting the development of our global brands and supplier sustainability strategy by providing a clearer view of how supplier engagement can be targeted.

In fiscal 2023, WBA continued to grow and expand supplier participation in the tool achieving a 68 percent increase in own brand suppliers completion of the assessment. This represented over \$1.3B in cost of goods.

<sup>1</sup>GRI 414-1 and 414-2 required disclosures are within the Deloitte & Touche LLP review scope as detailed on pages [119-120](#).



**DISCOVER**

Please see WBA's [Modern Slavery and Human Trafficking Statement](#) and [Supplier Code of Conduct](#) for our policies around critical noncompliance and zero tolerance violations.

## Ethical sourcing standards and supplier engagement

GRI 2-24, 414-1<sup>1</sup>, 414-2<sup>1</sup>

Aligning to our Ethical Trading Standards, we require suppliers to operate in accordance with the core principles outlined in our [Supplier Code of Conduct](#), and provide transparency in our Code compliance assessments.

Our ethical sourcing program, led by teams of ethical trading experts with the support of auditors and a small number of preapproved third parties, helps ensure owned brand suppliers are aware of and compliant with our ethical standards and expectations. This is achieved through a rigorous onboarding process elevated by a supplier training webinar designed to explain our standards and assessment requirements, share opportunities for suppliers to enhance social and environmental compliance and provide a forum for supplier questions. We assess 100 percent of our owned brand suppliers for compliance to our Ethical Trading Standards through on-site audits. For high-value goods not for resale (GNFR) suppliers, we use Global Risk Management Solutions (GRMS), which includes screenings for social and environment criteria. Supplier training webinars are held regularly in English, Mandarin and Spanish. During fiscal 2023, 281 trainings sessions were completed by 172 suppliers. Of those, 196 were hosted in English, three in Spanish and 82 in Mandarin.

Our owned brand supplier compliance is monitored using a detailed grading matrix that assesses factory social and environmental performance based on internationally recognized standards, including the Ethical Trading Initiative Base Code and International Labor Organization (ILO) Conventions and Recommendations. Factories with identified non-compliances are required to complete corrective and preventative action plans to resolve the issues and are reassessed using a risk-based approach that focuses on improvement and compliance.

We publicly report our owned brands suppliers' compliance with our ethical standards. The following table provides a breakdown of our fiscal 2023 ethical compliance assessments on new and existing suppliers for Boots UK, Walgreens and No7 Beauty Company-owned brands.

## Supplier Compliance Assessments<sup>2</sup>

	Fiscal 2023	% of total
<b>Satisfactory</b>	477	46
<b>Needs Improvement</b>	415	40
<b>Critical</b>	137	13
<b>Zero Tolerance</b>	2	0
	<b>1,031</b>	<b>100</b>

**Satisfactory and 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 critical noncompliance 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 are not limited to, child labor, convict/indentured/forced labor, corporal punishment, slavery and human trafficking, and acts of bribery. In all cases, we view these issues as zero tolerance.

As the table shows, two zero tolerance violations were detected during fiscal 2023. Both were identified at potential new sites, and therefore we declined to begin business with both sites. For sites with critical issues, suppliers have been required to develop and implement immediate remedial action plans to address identified noncompliance. Verification of actions taken are monitored via submission of appropriate evidence and through on-site reassessment.

During fiscal 2023 we built upon our Human Rights policy by conducting a risk mapping and horizon scanning exercise to identify the potential risk across all areas where we operate, including our wider supply chain, owned brands supply chain and operations in multiple geographies. Additionally, the online platform used for WBA's Supplier Sustainability Program has also enabled us to better identify modern slavery and human rights risks within our supply chain by capturing social information in Tier 2, Tier 3 and raw materials suppliers. Please read more about the Supplier Sustainability Program on page [88](#).

<sup>1</sup>GRI 414-1 and 414-2 required disclosures are within the Deloitte & Touche LLP review scope as detailed on pages [119-120](#).

<sup>2</sup>Totals showing - reflect rounding of amounts lower than 0.5 percent.

## Supplier diversity

GRI 3-3

WBA is committed to inclusive communities and understands that when our shelves are a reflection of our local communities, it benefits everyone. This is especially true when it comes to working with a diverse set of suppliers. Walgreens remains committed to our goal to source goods and services from suppliers owned by women, people of color, veterans and service-disabled veterans, people with disabilities and those who identify as LGBTQ+. This focus will continue to provide financial opportunity to businesses owned by people who may be socially or economically disadvantaged, helping to address income and employment challenges that can serve as social determinants of health.

WBA set a target to spend \$700 million with diverse Tier 1 suppliers in the U.S. by the end of fiscal 2023. This target was an increase of \$75 million compared with fiscal 2022. We exceeded our target by \$26 million. To promote accountability, we tied this to our health equities goals, encouraging team members and leaders with purchasing authority and decision-making influence to consider diverse and small businesses for contracting opportunities. In fiscal 2023, Boots partnered with RangeMe, the leading online platform that streamlines new product discovery between brands and retailers, to enable new, emerging and diverse brands to access Boots' buying teams. Additionally, to better understand its impact, Walgreens for the first time conducted an economic impact study of its fiscal 2022 spend with a focus on diverse businesses. Findings from this report will help further inform Walgreen's inclusive procurement practices and future spend strategy.

To support diverse suppliers, Walgreens rolled out new special payment terms for diverse suppliers in fiscal 2023. This gives smaller suppliers more leniency when it comes to traditional payment terms often exclusively developed for much larger suppliers. Suppliers who do less than \$5 million in receipts and can prove their certification as a diverse brand are offered the new payment terms. Walgreens is making additional updates to how diverse spend is tracked to ensure the data can be used productively and that these payment terms are offered appropriately.

Walgreens also participated in several summits to help support and identify new diverse suppliers. In March 2023, Walgreens hosted a Supplier Diversity Virtual Summit in partnership with RangeMe. This summit expanded on RangeMe's work and connected Walgreens with a number of new diverse suppliers. Walgreens also participated in the Black Women's Expo in 2023, an event Walgreens has sponsored for over 10 years. We showcased several

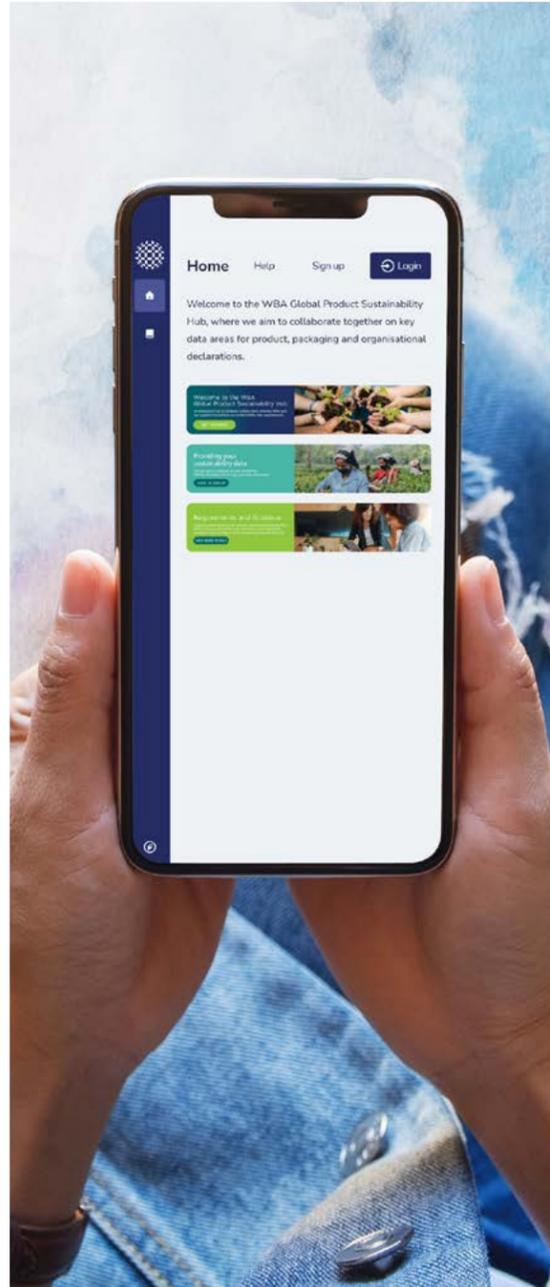
diverse suppliers in our booths showcasing products such as Lorenzo's Frozen Pudding, ECOS, Black Girl Sunscreen, Urban Hydration and Billion Dollar Beauty. Walgreens also had a presence at [National Minority Supplier Development Council](#) (NMSDC), [Women's Business Enterprise National Council](#) (WBENC) and the Disability:IN conferences in 2023.

We work with our Tier 1 suppliers to help them increase utilization of diverse suppliers in their own supply chains. In fiscal 2023, Walgreens continued its partnership with the Women's Business Development Center, sponsoring additional Top Shelf trainings. Designed to help minority-owned suppliers grow into the mass retail market, the program has graduated 150 participants since its launch. Walgreens requires its Tier 2 suppliers to report any subcontracting that is done with diverse businesses. In fiscal year 2023, our prime suppliers reported over \$1.7 billion in spend with diverse suppliers.

To help Walgreens customers discover diverse brands, we also shared the stories behind the diverse businesses we work with in a series called Shelf Life. In fiscal 2023, Shelf Life featured brands such as Black Girl Sunscreen, Lorenzo's Frozen Pudding and Gallery Candies.

WBA believes that supplier diversity delivers a compelling value proposition to our company, to our patients and customers and to the overall business climate.





# Sustainable Materials

GRI 3-3, 308-1, 308-2, 417-1

**At WBA, we are committed to ensuring the ingredients and materials used within our owned brand products and packaging are safe for our consumers, communities and planet. We strive to reduce the environmental and social impacts of the ingredients and materials we use by improving their traceability, implementing third-party certification requirements, protecting the rights of workers and supporting the responsible sourcing of raw materials.**

## Data-driven decision making and materials traceability

GRI 3-3, 308-1, 308-2, 417-1

WBA continues to use our Product Sustainability Hub globally to bolster our collection of product-level sustainability data and supplier disclosures through the hub's interactive platform. Within the hub, suppliers are required to affirm compliance with the global minimum product sustainability requirements, share key raw-material sourcing information about our products as well as the packaging and provide declarations on sustainability requirements.

The Product Sustainability Hub improves supplier transparency through global and near-real-time reporting on key product sustainability attributes. Some examples of information collected include data and certifications on animal testing, palm oil, plastics (including single-use plastics), wood, pulp, paper, cotton, high-risk minerals and other materials. For the natural materials listed above, the Product Sustainability Hub collects information on country of origin and the level of certification received for each commodity. Of our active suppliers, 82 percent are providing WBA data via the Product Sustainability Hub.

At WBA, we support calls for a global ban on animal testing and have a long-standing [Product Testing Policy Statement](#). We do not conduct animal testing on our owned brand products or on ingredients used in these products. In addition, some No7 Beauty Company and Boots brands such as Liz Earle, Botanics, 17, Soap & Glory and A Little Something have achieved [Cruelty Free International Leaping Bunny approval](#)<sup>1</sup>.

<sup>1</sup>Leaping Bunny is the globally recognizable gold standard for cruelty-free consumer products that follows rigorous criteria applied globally, extending over and above laws governing animal testing, and include ongoing independent audits. It is the best assurance for companies with a genuine commitment to help ending animal testing.

## Key raw materials

GRI 3-3

WBA is committed to improving the traceability of raw materials used in our products to reduce environmental and social impacts. We prohibit the use of illegally cultivated and harvested sources. Threatened or endangered species are not to be used in any of our products or their ingredients. We strongly encourage sourcing of raw materials that have been independently certified to a recognized environmental, ethical or social standard.

Certain raw materials utilized in our products and packaging are associated with higher environmental or social impacts, including conflict minerals, palm oil, wood, pulp, paper and shea. In addition to our dedicated minimum requirement standards for these ingredients, we annually report on their sourcing to reaffirm our commitment to responsible sourcing practices and track our continued progress.



## Nº7 BEAUTYCOMPANY

### RSPO + PALM OIL SMALLHOLDER FUNDING INITIATIVE

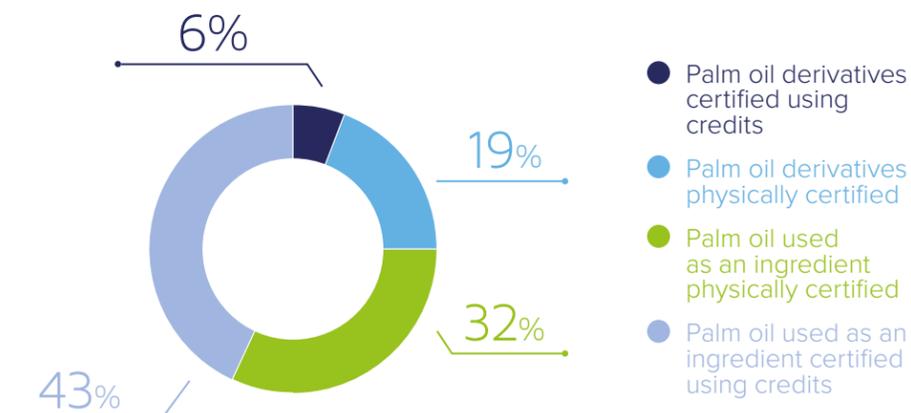
Koperasi Jasa Mutiara Kongbeng is an Indonesian smallholder cooperative located in the East Kutai region, East Kalimantan. This regional cooperative is comprised of 118 farmers and spans 621 hectares to produce approximately 14,000 tonnes of palm fresh fruit bunches, annually. Through purchase of RSPO Smallholder Credits directly from the cooperative, No7 Beauty Company is encouraging the sustainable production and harvesting of palm. This relationship is more than a transaction as the purchase funds are used towards training in building additional sustainable practices, certification expenses, providing personal protective equipment (PPE) for employees, funding more efficient farming methods, driving gender equity in palm farming and providing social assistance to the community.

### Palm oil sourcing

Palm oil is the world’s most widely used vegetable oil with yields outperforming other vegetable oils due to its efficient land use. However, in some areas this crop and its production has been linked with environmental and human rights violations. Understanding its vital importance to many of our products and the need to ensure sustainable farming practices, Boots was one of the first retailers to join Roundtable on Sustainable Palm Oil (RSPO) in 2006. For the first time in calendar 2023, WBA submitted company-wide owned brand palm oil data for calendar 2022 as part of the RSPO annual reporting requirement. As another first experienced across the owned brand organization reported in calendar 2023, 100 percent palm oil used in calendar year 2022 was RSPO certified through the purchase of credits or physical certification.

WBA has aligned this report to our RSPO Annual Communication of Progress submission and are reporting for calendar year 2022.

### 100% of palm oil in Walgreens Boots Alliance certified in calendar 2022



Boots and No7 Beauty Company made a commitment to exceed 80 percent RSPO physically certified palm oil and derivatives used in its owned brand products. We are pleased to announce we have exceeded this target in fiscal 2023.

### Pulp and paper sourcing

We are committed to working with our suppliers to help ensure wood, pulp and paper materials used in our products and packaging are not contributing to deforestation, ecosystem loss or illegal harvesting. Boots-owned brands and the No7 Beauty Company require all wood, pulp and paper materials come from verified recycled sources with at least 50 percent post-consumer content or from responsibly managed forests.

### Shea sourcing

Some of our skincare and beauty brands, such as Liz Earle, use shea butter as a moisturizer in skincare products. WBA has been a member of the nonprofit Global Shea Alliance (GSA) since fiscal 2019, supporting its mission to promote industry sustainability, quality practices and standards around shea butter. Supporting the GSA allows us to help support women who harvest shea in Ghana and to give back to communities that work in the shea industry.



### Mineral sourcing

WBA is continuously working to ensure any high-risk or conflict minerals in our products are obtained only from ethical sources and suppliers. This commitment is consistent with our code of conduct and the Organization for Economic Cooperation and Development (OECD) guidance for responsible supply chains of minerals from conflict-affected and high-risk areas. We have our [Responsible Minerals Sourcing](#) position statement posted in the Product Sustainability Hub to detail our expectation that suppliers fully disclose the use of all mineral-based raw materials and component ingredients in finished products.

WBA strives to limit the use of mica and talc in many of our owned brand product categories due to the high risk of forced or child labor in the extraction of these minerals.

**Specific updates and requirements for mica, talc and cobalt include:**



**Mica:**  
In fiscal 2023, all our owned brand suppliers that use mica in our products have confirmed their adherence to the minimum requirements. We expect all mica in any of our finished products to be sourced from a member of the Responsible Mica Initiative, or a supplier that provides an appropriate independent third-party audit report or certificate to demonstrate that responsible sourcing practices are aligned with the OECD Guidance.



**Talc:**  
Sources of talc should meet the requirements of the WBA Chemical Action List (CAL), including the verification of no impurities using approved testing methods. We demand that our suppliers exercise appropriate due diligence to confirm that any talc used is not sourced from illegal mines.



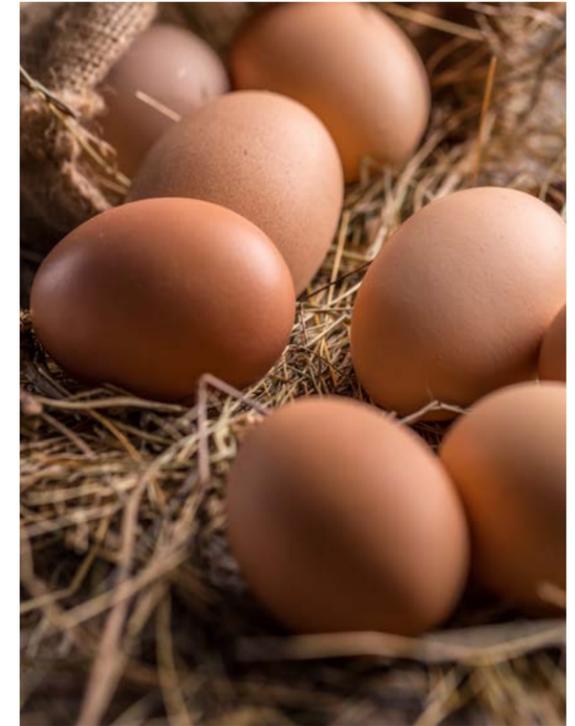
**Cobalt:**  
Cobalt is prohibited from use in our cosmetic products. We set our expectation with suppliers for hard goods to exercise appropriate due diligence to help ensure any cobalt used is not sourced from illegal mines in The Democratic Republic of the Congo.

WBA prohibits the use of conflict minerals — tantalum, tin, tungsten and gold — where we have direct or significant influence on the manufacturing of finished products. To the extent that any conflict minerals are used as raw materials or component ingredients in finished WBA-owned brand products, we require suppliers to participate in annual due diligence efforts to confirm that any conflict minerals are obtained from conflict-free sources or sources certified by a third-party audit program.

### Responsible procurement

#### Cage-free eggs

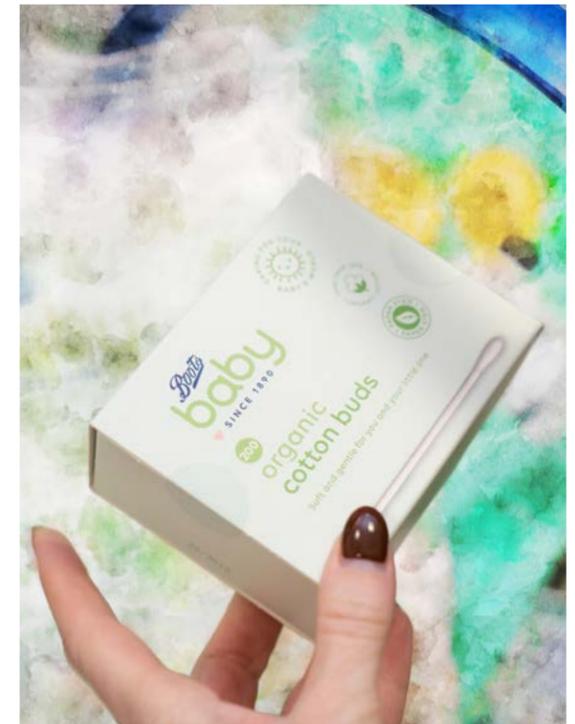
We recognize customers' preferences are changing with improved customer access to sustainable and ethically sourced products in local communities. In 2016, Walgreens committed to providing 100 percent cage-free shell and liquid eggs in stores across the U.S. by 2025 and were able to accomplish this goal in calendar 2022 – two full years ahead of schedule. Since 2017, Boots has only been offering free-range eggs and free-range egg-derived ingredients for all owned brands and exclusive to Boots food products. We continued these commitments and practices in fiscal 2023.



#### Cotton wool

Cotton wool has an immense environmental impact from water usage to biodiversity degradation. Starting in fiscal 2023 and moving forward, Boots will ensure all cotton wool products in owned-brand products are [Global Organic Textiles Standard](#) (GOTS) certified, meaning the crop is farmed without the use of toxic persistent pesticides or synthetic fertilizers. This protects soil fertility, the environment and the health of the cotton farmers and their families.

Additionally, in fiscal 2023, WBA strengthened our supply chain transparency approach for products containing cotton due to the ongoing risk of forced labor and have required suppliers to report accordingly.



# Sustainable Packaging

GRI 3-3, 301-1, 301-2, 413-1, 417-1

The issue of packaging waste continues to be a concern for our industry. At WBA, we are doing what we can to help address the negative impacts packaging waste has on the environment. We have made substantial strides around reducing single-use plastic components in our packaging and have switched to alternatives, where feasible. Our efforts to make packaging more sustainable span product design, industry collaborations, customer education, improved supplier data collection and more.



## Measuring our progress

WBA's owned brands continued to make progress against our targets throughout fiscal 2023. Through the implementation and execution of our tools and programs, we engaged with more suppliers and are increasingly proactive in reducing our impact through our sourcing practices.

Notable efforts and achievements include:



Boots and No7 Beauty Company brands have expanded the number of products across categories produced from recycled content, recyclable or natural materials, including reusable makeup remover pads, cleansing pads, reusable baby wipes, lipsticks and compacts as well as eyewear brand, Botaniq.



To support National Recycling Week (Oct. 17 – 23) in the UK, Boots ran an awareness campaign on the low recycling rates for bathroom (50 percent) versus kitchen (90 percent) products and shared take-home recycling kits and leaflets with tips along with other amplification tactics to maximize the campaign's effectiveness and staying power.





**DISCOVER**

More on WBA's efforts to find solutions for single-use plastic pollution can be found [here](#).



**FUTURE RENEW**

In fiscal 2023, No7 Beauty Company launched No7 Future Renew, its most inclusive skincare brand in the company's history. The Future Renew range has undergone the most extensive and diverse testing program in No7's history spanning 37 studies on over 4,200 people, including two clinical trials and 23 user trials. More than half (51 percent) of the total testing group were people of color. This focus on inclusivity is a key stepping stone in No7's journey as a company and the future of skincare.

**Packaging and product design**

GRI 3-3, 301-1, 301-2, 306-3

WBA has established public goals to reduce plastic packaging by 30 percent by 2030 for U.S.-owned brands. In fiscal 2023, we continued to make progress toward our target by further reducing plastic in owned-brand product packaging and design.

We also have a target to ensure 100 percent of owned-brand plastic packaging is reusable or recyclable and to incorporate an average of 30 percent recycled content across all packaging by 2025 for UK-owned brands and by 2030 for U.S.-owned brands. In calendar 2022, Boots and No7 Beauty Company maintained their progress as compared to the year prior with approximately 63 percent of our packaging material made from either reusable or recyclable materials.

A key element of our plastic packaging efforts includes engaging and partnering with suppliers to make innovative changes to packaging design, including reducing total plastics by weight, increasing post-consumer recycled (PCR) content and enabling higher recyclability rates. Wherever possible, our new and relaunched products follow guidelines set for suppliers around packaging type and amount of plastic content present, including the following requirements to:

1. Optimize the amount of plastic used and minimize the number of different plastics in the design of packaging components
2. Maximize the potential for plastic to be reused or recycled by consumers
3. Use PCR wherever feasible, aiming for packaging with at least 30 percent minimum (by weight)
4. Seek to eliminate materials that hinder recyclability and unnecessary single-use components and materials

Our owned brands continued progress toward achieving the UK Plastics Pact targets. Boots and No7 Beauty Company joined Sustainable Packaging Initiative for CosmEtics (SPICE), a collaborative initiative that develops collective solutions for sustainable packaging for cosmetics in fiscal 2021. Boots and No7 Beauty Company use the SPICE Tool and methodology to assess the environmental impact of cosmetics packaging across a product's life cycle to inform decisions on product design developments.

**Metrics tonnes of packaging material in owned brand products (calendar year)<sup>3</sup>**

	2022	2021	YoY Variance
<b>Glass</b>	1,244	1,313	(5.2)%
<b>Metal</b>	779	873	(10.7)%
<b>Plastic<sup>1</sup></b>	12,839	14,444	(11.1)%
<b>Wood, pulp and paper<sup>2</sup></b>	18,970	19,775	(4.1)%

<sup>1</sup>GRI 306-3 specified disclosures for plastic only are within Deloitte & Touche LLP review scope as detailed on pages [119-120](#).

<sup>2</sup>Excludes pallets.

<sup>3</sup>WBA owned brand packaging data is based on supplier responses within our Product Sustainability Hub portal, of which 76% is actual and 24% is estimated.

## Product labeling

GRI 3-3, 417-1

WBA supplier agreements specify that suppliers must meet regulatory requirements for labeling of ingredients on our owned brand products. Under the minimum standard requirements, new and refreshed WBA-owned brand items must be reviewed to carry a How2Recycle™ label for U.S. products or an On-Pack Recycling Label (OPRL) for UK products. We work with the Sustainable Packaging Coalition on implementing the How2Recycle label on an increasing number of our products. These labels are designed to provide customers with clear advice on how to recycle. In the UK, WBA has representation on the OPRL technical advisory committee, working on industry-wide solutions involving recycling labeling. Through our Minimum Sustainability Requirements and Labeling standards, Boots and No7 Beauty Company have mandated the use of "Do Not Flush" labeling on products which have the highest risk of being inappropriately flushed.





# Appendix





# GRI Content Index

Walgreens Boots Alliance has carried out an ongoing exercise to align our ESG 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 ESG materiality assessment, which was concluded during fiscal 2021.



GRI Disclosure		References and responses
<b>GRI 1: FOUNDATION</b>		
Reporting Principles and Requirements		Our Approach to ESG; page <a href="#">9</a>
<b>GENERAL DISCLOSURES</b>		
GRI 2: General Disclosures 2021		
<b>THE ORGANIZATION AND ITS REPORTING PRACTICES</b>		
2-1	Organizational details	At a Glance; page <a href="#">6</a>
2-2	Entities included in the organization's sustainability reporting	At a Glance; page <a href="#">6</a>
2-3	Reporting period, frequency and contact point	About This Report; page <a href="#">3</a> A Message to Our Stakeholders; page <a href="#">4</a>
2-4	Restatements of information	<b>Direct Response:</b> We did not make any restatements of information during the reporting period.
2-5	External assurance	About This Report; page <a href="#">3</a> Our Approach to ESG; pages <a href="#">9-10</a> Assurance Report; pages <a href="#">119-120</a> <a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> ; page 40
<b>ACTIVITIES AND WORKERS</b>		
2-6	Activities, value chain and other business relationships	At a Glance; page <a href="#">6</a> <a href="#">WBA 2023 Annual Report</a> ; pages 1-38

GRI Disclosure		References and responses																																																							
<b>ACTIVITIES AND WORKERS (cont.)</b>																																																									
2-7	Employees	<p>Diversity, Equity and Inclusion; page <a href="#">61</a> and <a href="#">66</a>                      Employee Engagement and Development; pages <a href="#">68-69</a>  <a href="#">WBA 2023 Annual Report</a>; pages 10-12</p> <p><b>Direct Response:</b></p> <p>Employees by gender and employment type <sup>1,2</sup> as of Aug. 31, 2023<sup>3</sup></p> <table border="1"> <thead> <tr> <th>Employment type</th> <th>All (%)</th> <th>Permanent (%)</th> <th>Temporary (%)</th> <th>Part-time (%)</th> <th>Full-time (%)</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>29</td> <td>29</td> <td>30</td> <td>26</td> <td>31</td> </tr> <tr> <td>Female</td> <td>71</td> <td>71</td> <td>70</td> <td>74</td> <td>69</td> </tr> <tr> <td>Undisclosed<sup>4</sup></td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td><b>All employees</b></td> <td><b>100</b></td> <td><b>100</b></td> <td><b>100</b></td> <td><b>100</b></td> <td><b>100</b></td> </tr> </tbody> </table> <p>The table below shows the company's employees by region and by type of employment type.</p> <table border="1"> <thead> <tr> <th></th> <th>United States</th> <th>International</th> <th>U.S. Healthcare</th> <th>Total WBA</th> </tr> </thead> <tbody> <tr> <td>Full-time (%)</td> <td>60</td> <td>58</td> <td>89</td> <td>62</td> </tr> <tr> <td>Part-time (%)</td> <td>40</td> <td>42</td> <td>11</td> <td>38</td> </tr> <tr> <td>Permanent employees (%)</td> <td>100</td> <td>92</td> <td>100</td> <td>98</td> </tr> <tr> <td>Temporary employees (%)</td> <td>-</td> <td>8</td> <td>-</td> <td>2</td> </tr> </tbody> </table> <p><sup>1</sup>Employees of fully owned and/or consolidated WBA businesses; does not include employees of companies in which WBA has equity method investments.  <sup>2</sup>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.  <sup>3</sup>Fiscal 2023 data within Deloitte &amp; Touche LLP's review scope as detailed on pages <a href="#">119-120</a>.  <sup>4</sup>Totals showing zeros reflect rounding of amounts lower than 0.5%.</p>	Employment type	All (%)	Permanent (%)	Temporary (%)	Part-time (%)	Full-time (%)	Male	29	29	30	26	31	Female	71	71	70	74	69	Undisclosed <sup>4</sup>	-	-	-	-	-	<b>All employees</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>		United States	International	U.S. Healthcare	Total WBA	Full-time (%)	60	58	89	62	Part-time (%)	40	42	11	38	Permanent employees (%)	100	92	100	98	Temporary employees (%)	-	8	-	2
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Temporary employees (%)	-	8	-	2																																																					
2-8	Workers who are not employees	<p>Employee Engagement and Development; pages <a href="#">68-69</a></p> <p><b>Direct Response:</b> At the end of fiscal 2023, we have 21,957 non-employee workers. Most of these non-employee workers are in the areas of IT and Accounting. We have contracts with consulting services who directly employ these workers.</p>																																																							

GRI Disclosure		References and responses
<b>GOVERNANCE</b>		
2-9	Governance structure and composition	Governance; pages <a href="#">21-22</a> <a href="#">Leadership Team</a>
2-10	Nomination and selection of the highest governance body	Governance; pages <a href="#">21-22</a> <a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> ; pages 13-57
2-11	Chair of the highest governance body	<a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> ; pages 39-40
2-12	Role of the highest governance body in overseeing the management of impacts	Stakeholder Engagement; pages <a href="#">16-19</a> Governance; pages <a href="#">21-22</a> <a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> ; pages 39-40
2-13	Delegation of responsibility for managing impacts	Governance; pages <a href="#">21-22</a>
2-14	Role of the highest governance body in sustainability reporting	Governance; pages <a href="#">21-22</a>
2-15	Conflicts of interest	<a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> ; page 53 <a href="#">Code of Conduct and Ethics: Committed to Integrity</a> ; page 20
2-16	Communication of critical concerns	<b>Direct Response:</b> Critical concerns are elevated to the Board level through our annual stockholder proposal exercise. The number and nature of the proposals can be found in the <a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> .
2-17	Collective knowledge of the highest governance body	<a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> ; page 16 <a href="#">Code of Conduct and Ethics: Committed to Integrity</a> ; page 5
2-18	Evaluation of the performance of the highest governance body	<a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> ; page 50 <a href="#">WBA Corporate Governance Guidelines (Section 13)</a>
2-19	Remuneration policies	<a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> ; page 68
2-20	Process to determine remuneration	<a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> ; page 65
2-21	Annual total compensation ratio	Employee Engagement and Development; pages <a href="#">68-69</a> <b>Direct Response:</b> The CEO Pay ratio is 407:1. This is a year over year change of (42%) from fiscal 2022.
<b>STRATEGY, POLICIES AND PRACTICES</b>		
2-22	Statements on sustainable development strategy	A Message to Our Stakeholders; page <a href="#">4</a> Q&A with Our ESG Committee Chair; page <a href="#">5</a> Our Purpose, Vision and Values; page <a href="#">6</a>

GRI Disclosure		References and responses
<b>STRATEGY, POLICIES AND PRACTICES (cont.)</b>		
2-23	Policy commitments	Governance; pages <a href="#">21-23</a> Our Owned Brands; pages <a href="#">85-86</a> <a href="#">Code of Conduct and Ethics: Committed to Integrity Environmental, Social and Governance Policy Statements</a> ; page 9 <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 <a href="#">Stakeholder Engagement</a> section of this Report.
2-24	Embedding policy statements	Governance; pages <a href="#">21-23</a> Responsible Sourcing; pages <a href="#">88-90</a>
2-25	Processes to remediate negative impacts	ESG Materiality; pages <a href="#">11-13</a> <b>Direct Response:</b> The latest WBA <a href="#">materiality assessment</a> was conducted in 2020 and looked ahead to the next several years. The scope of the materiality project, particularly during the interview and workshop stages, included consideration of areas where Walgreens Boots Alliance has potentially negative impacts as well as activities creating positive results. We place importance on the provision of effective remedy wherever human rights impacts occur through company-based grievance mechanisms. We encourage anyone who works for or on behalf of Walgreens Boots Alliance to speak up, without fear of retaliation, about any complaints or concerns they may have in relation to human rights. We expect our suppliers and business partners to make the same commitment. This is stated in the WBA Human Rights Policy Statement. We commit to promoting a grievance mechanism for team members to raise complaints or concerns. We would never impede access to state-based judicial or non-judicial mechanisms for individuals or communities who feel their human rights have been impacted. Stakeholder feedback, particularly from patients and customers, is captured and tracked across WBA.
2-26	Mechanisms for seeking advice and raising concerns	Governance; pages <a href="#">21-25</a> Employee Health, Safety and Well-being; pages <a href="#">58-67</a> <a href="#">Code of Conduct and Ethics: Committed to Integrity</a>
2-27	Compliance with laws and regulations	Governance; page <a href="#">23</a> <b>Direct Response:</b> Record of non-compliance and legal disputes can be found in our 2023 Annual Report.
2-28	Membership associations	Stakeholder Engagement; pages <a href="#">16-19</a> and <a href="#">87</a>
<b>STAKEHOLDER ENGAGEMENT</b>		
2-29	Approach to stakeholder engagement	ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a>
2-30	Collective bargaining agreements	Employee Engagement and Development; pages <a href="#">68-69</a>

GRI Disclosure		References and responses
<b>STAKEHOLDER ENGAGEMENT (cont.)</b>		
<b>MATERIAL TOPICS</b>		
<b>GRI 3: Material Topics 2021</b>		
3-1	Process to determine material topics	ESG Materiality; pages <a href="#">11-13</a> TCFD Response; pages <a href="#">111-115</a> <b>Direct Response on In-store health services:</b> New in-store health service locations decreased 8 percent, driven primarily by the elimination of the Jenny Craig partnership. We continue to expand diagnostic lab locations through our collaboration with LabCorp'. <sup>1</sup> This KPI maps to Material Topic 1: Access to Affordable and Quality Healthcare and is within the Deloitte & Touche LLP review scope as detailed on pages <a href="#">119-120</a> .
3-2	List of material topics	ESG Materiality; pages <a href="#">11-13</a>
<b>GRI 200 ECONOMIC STANDARDS SERIES</b>		
<b>ECONOMIC PERFORMANCE</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	At a Glance; page <a href="#">6</a> Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> TCFD Response; pages <a href="#">111-115</a>
<b>GRI 201: Economic Performance 2016</b>		
201-1	Direct economic value generated and distributed	At a Glance; page <a href="#">6</a> Giving Back: Corporate Donations and Supporting Causes; pages <a href="#">46-51</a> Employee Engagement and Development; pages <a href="#">68-69</a> <a href="#">WBA 2023 Annual Report</a> ; pages 1, 10, 47
201-2	Financial implications and other risks and opportunities due to climate change	TCFD Response; pages <a href="#">111-115</a> <a href="#">WBA 2023 Annual Report</a> ; pages 13, 20-21, 23
201-3	Defined benefit plan obligations and other retirement plans	<b>Direct Response:</b> Plan's liabilities vary by plan. In some cases a plan might be funded through a segregated plan trust or liabilities may not exist because a plan might not be a pension plan. You can find information on plan liabilities in the fiscal WBA 2023 Annual Report on pages 107-111. For the U.S., Puerto Rico, and WBA Inc. participation rates are 49 percent, 70 percent and 37 percent respectively. For Boots UK, the participation rate is approximately 70 percent.
201-4	Financial assistance received from government	<b>Direct Response:</b> The Company received nearly \$57 million in tax credits in fiscal 2023. The company has received tax holidays from Swiss cantonal income taxes relative to certain of its Swiss operations. The income tax holidays expired in September 2022. Upon expiration, a reduced tax rate was extended through December 2029. The holidays had a beneficial impact of \$9 million, \$104 million

GRI Disclosure		References and responses
<b>ECONOMIC PERFORMANCE (cont.)</b>		
		and \$118 million (inclusive of capital GILTI tax cost) during fiscal 2023, 2022, and 2021, respectively. This benefit is primarily included as part of the foreign income taxed at non-U.S. rates line in the effective tax rate reconciliation table in the WBA 2023 Annual Report on page 106. WBA is a publicly traded company on the NASDAQ and the Dow Jones Industrial Index. Norge Bank Investment Management is a shareholder of WBA. Their current stake, shares owned, and value can be found through online disclosures. <b>Omission:</b> Explanation for Omission: WBA does not disclose financial assistance received by any government by country as this information could be used to generate a strategic competitive advantage if shared publicly. <b>Reason for Omission:</b> Confidentiality Constraints
<b>MARKET PRESENCE</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	At a Glance; page <a href="#">6</a> Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Healthy and Inclusive Workplace; pages <a href="#">58-67</a>
<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, our starting hourly wage for all team members is \$15.00 an hour. The company consistently reviews wages guidelines to make updates where needed. In April of 2023 Boots UK applied wage increases to its payroll, enabling the business to continue paying above the national minimum wage for those with six months experience or more in the business. Standard entry level wage does not vary by gender. In addition, we strive to work with suppliers who maintain WBA's commitment to fair wages and hours for all workers.
202-2	Proportion of senior management hired from the local community	<b>Direct response:</b> For both U.S. and UK, 100% of senior management have been hired from the local community. Senior management is Sr. Directors and above. "Local" is defined by country, as we operate globally. Significant location of operation is based on sales.
<b>INDIRECT ECONOMIC IMPACTS</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	At a Glance; page <a href="#">6</a> Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a>

GRI Disclosure		References and responses
<b>INDIRECT ECONOMIC IMPACTS (cont.)</b>		
		Stakeholder Engagement; pages <a href="#">16-19</a> Health Access and Awareness; pages <a href="#">31-39</a> Partnerships for Good; pages <a href="#">42-45</a>
<b>GRI 203: Indirect Economic Impacts 2016</b>		
203-1	Infrastructure investments and services supported	Health Access and Awareness; pages <a href="#">31</a> , <a href="#">34-35</a> , <a href="#">38</a> Digital Healthcare Access; pages <a href="#">40-41</a> Partnerships for Good; pages <a href="#">42-45</a> Giving Back: Corporate Donations and Supporting Causes; pages <a href="#">46-51</a> Prescription Misuse Prevention; page <a href="#">55</a>
203-2	Significant indirect economic impacts	Health Access and Awareness; pages <a href="#">31</a> , <a href="#">34-35</a> and <a href="#">38-39</a>
<b>ANTI-CORRUPTION</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Responsible Sourcing; pages <a href="#">88-90</a> Our Owned Brands; pages <a href="#">85-87</a> <a href="#">Walgreens Boots Alliance Code of Conduct and Business Ethics</a> ; page 26
<b>GRI 205: Anti-Corruption 2016</b>		
205-1	Operations assessed for risks related to corruption	<b>Direct Response:</b> Please refer to the Code of Conduct and Ethics (page 21), <a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> (pages 32-34, Risk Management) and <a href="#">WBA 2023 Annual Report</a> (page 14, 32, Risk factors) for how the Company assesses and mitigates significant risks related to corruption. <b>Omission</b> <b>Part of Disclosure Omitted:</b> Total number and percentage of operations assessed for risks related to corruption <b>Reason for Omission:</b> Business confidential <b>Explanation for Omission:</b> Reasons for limiting disclosure include, but are not limited to, confidentiality.
205-2	Communication and training about anti-corruption policies and procedures	<b>Direct Response:</b> WBA strives to maintain high ethical standards. WBA's Code of Conduct and Ethics extends and is publicly available to all WBA officers, employees, any officers or employees of a business or company in which WBA or any of its subsidiaries has a controlling interest, and other parties acting on behalf of WBA 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.

GRI Disclosure		References and responses
<b>ANTI-CORRUPTION (cont.)</b>		
		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. 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. Each WBA business and corporate function is accountable for implementation of the Company's policies 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. The Company expects 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. 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. Any corrupt, improper or unethical behavior in dealings with suppliers is prohibited.
205-3	Confirmed incidents of corruption and actions taken	<p><b>Direct Response:</b> In this reporting period, there have not been any instances of public legal cases regarding corruption brought against the Company or its employees.</p> <p><b>Omission</b>  <b>Part of Disclosure Omitted:</b> Total number and nature of confirmed incidents of corruption; Total number of confirmed incidents in which employees were dismissed or disciplined for corruption; And total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.</p> <p><b>Reason for Omission:</b> Business confidential</p> <p><b>Explanation for Omission:</b> Reasons for limiting disclosure include, but are not limited to, confidentiality.</p>
<b>ANTI-COMPETITIVE BEHAVIOR</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Our Owned Brands; pages <a href="#">85-87</a> <a href="#">Walgreens Boots Alliance Code of Conduct and Business Ethics</a> ; page 21
<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 <a href="#">WBA 2023 Annual Report</a> 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> .

GRI Disclosure		References and responses
<b>ANTI-COMPETITIVE BEHAVIOR (cont.)</b>		
<b>GRI 300 ENVIRONMENTAL STANDARDS SERIES</b>		
<b>MATERIALS</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Waste and Plastics; pages <a href="#">78-82</a> Our Owned Brands; pages <a href="#">85-87</a> Sustainable Packaging; pages <a href="#">94-96</a>
<b>GRI 301: Materials 2016</b>		
301-1	Materials used by weight or volume	Sustainable Packaging; pages <a href="#">94-95</a>
301-2	Recycled input materials used	Sustainable Packaging; pages <a href="#">94-95</a> <b>Direct Response:</b> We do not currently have the capabilities to track recycled material input outside of recycled plastic and wood input in the packaging of our Walgreens and Boots owned brands.
301-3	Reclaimed products and their packaging materials	Waste and Plastics; pages <a href="#">78-82</a>
<b>ENERGY</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> Stakeholder Engagement; pages <a href="#">16-19</a> Energy and Emissions; pages <a href="#">72-77</a>
<b>GRI 302: Energy 2016</b>		
302-1	Energy consumption within the organization	<a href="#">GHG Statement</a>
302-2	Energy consumption outside of the organization	<b>Omission</b> <b>Part of Disclosure Omitted:</b> Energy consumption outside of the organization. <b>Reason for Omission:</b> Information unavailable <b>Explanation for Omission:</b> WBA does not have this information available for energy consumption outside of the organization.
302-3	Energy Intensity	<a href="#">GHG Statement</a>
302-4	Reduction of energy consumption	<b>Omission</b> <b>Part of Disclosure Omitted:</b> Amount of reduction in energy consumption.

GRI Disclosure		References and responses
<b>ENERGY (cont.)</b>		
		<b>Reason for Omission:</b> Information unavailable. <b>Explanation for Omission:</b> WBA does not have this information available for amount of reduction in energy consumption.
302-5	Reductions in energy requirements of products and services	<b>Direct Response:</b> We do not currently have the capabilities to track reductions in energy requirements of sold products and services achieved during the reporting period.
<b>EMISSIONS</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Evaluation of the management approach	Our Approach to ESG; pages <a href="#">9-10</a> Stakeholder Engagement; pages <a href="#">16-19</a> Energy and Emissions; pages <a href="#">72-77</a>
<b>GRI 305: Emissions 2016</b>		
305-1	Direct (Scope 1) GHG emissions	Energy and Emissions; pages <a href="#">72-75</a> Gasses included in the calculation are carbon dioxide ("CO <sub>2</sub> "), methane ("CH <sub>4</sub> ") and nitrous oxide ("N <sub>2</sub> O"). We believe that hydrofluorocarbons ("HFCs") may be material to the Company and we are implementing processes that will allow for reporting on HFCs in future reports. Source of the emission factors and the global warming potential (GWP) rate used: AR6 Emission Factors; U.S. Environmental Protection Agency (EPA) Emissions & General Resource Integrated Database; UK Department for Environment, Food & Rural Affairs (DEFRA); and international Energy Agency (IEA).
305-2	Energy indirect (Scope 2) GHG emissions	Energy and Emissions; pages <a href="#">72-75</a> Gasses included in the calculation are carbon dioxide ("CO <sub>2</sub> "), methane ("CH <sub>4</sub> ") and nitrous oxide ("N <sub>2</sub> O"). We believe that hydrofluorocarbons ("HFCs") may be material to the Company and we are implementing processes that will allow for reporting on HFCs in future reports. Source of the emission factors and the global warming potential (GWP) rate used: AR6 Emission Factors; U.S. Environmental Protection Agency (EPA) Emissions & General Resource Integrated Database; UK Department for Environment, Food & Rural Affairs (DEFRA); and international Energy Agency (IEA).
305-3	Other indirect (Scope 3) GHG emissions	Energy and Emissions; pages <a href="#">72-75</a> Gasses included in the calculation are carbon dioxide ("CO <sub>2</sub> "), methane ("CH <sub>4</sub> ") and nitrous oxide ("N <sub>2</sub> O"). We believe that hydrofluorocarbons ("HFCs") may be material to the Company and we are implementing processes that will allow for reporting on HFCs in future reports. Source of the emission factors and the global warming potential (GWP) rate used: AR6 Emission Factors; U.S. Environmental Protection Agency (EPA) Emissions & General Resource Integrated Database; UK Department for Environment, Food & Rural Affairs (DEFRA); and international Energy Agency (IEA).
305-4	GHG Emissions Intensity	Energy and Emissions; pages <a href="#">72-75</a>

GRI Disclosure		References and responses
<b>EMISSIONS (cont.)</b>		
		Scope 1 and 2 location-based emissions per million USD sales (using net sales). Gasses included in the calculation are carbon dioxide (CO <sub>2</sub> ), methane (CH <sub>4</sub> ) and nitrous oxide (N <sub>2</sub> O). We believe that hydrofluorocarbons (HFCs) may be material to the Company, and we are implementing processes that will allow for reporting on HFCs in future reports.
305-5	Reduction of GHG emissions	Energy and Emissions; pages <a href="#">72-76</a> <b>Direct Response:</b> GHG emissions are reported in metric tonnes of carbon dioxide equivalents (CO <sub>2</sub> e) and include three of the seven GHGs covered by the Kyoto Protocol: carbon dioxide (CO <sub>2</sub> ), methane (CH <sub>4</sub> ) and nitrous oxide (N <sub>2</sub> O). These three gases are also reported separately. The following three greenhouse gases were omitted from our reporting as they are not a material source of greenhouse gases for the business: perfluorocarbons (PFCs), sulfur hexafluoride (SF <sub>6</sub> ) and nitrogen trifluoride (NF <sub>3</sub> ). We believe that hydrofluorocarbons (HFCs) may be material to the Company as they are used within refrigeration and cooling. We are implementing processes that will allow reporting on HFCs in future reporting.
305-6	Emissions of ozone-depleting substances (ODS)	<b>Direct Response:</b> Trichlorofluoromethane (CFC-11) is not applicable to our business operations. We therefore do not track this.
305-7	Nitrogen oxides (NOx), sulfur (SOx) and other significant air emissions	<b>Direct Response:</b> Nitrogen Oxides (NOx) and Sulfur Oxides (SOx) are not applicable to our business operations. We therefore do not track this.
<b>EFFLUENTS AND WASTE</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> Stakeholder Engagement; pages <a href="#">16-19</a> Waste and Plastics; pages <a href="#">78-81</a>
<b>GRI 306: Effluents and Waste 2020</b>		
306-1	Waste generation and significant waste-related impacts	Waste and Plastics; pages <a href="#">78-82</a>
306-2	Management of significant waste-related impacts	Waste and Plastics; pages <a href="#">78-82</a>
306-3	Waste generated	Waste and Plastics; pages <a href="#">78-79</a> Sustainable Packaging; page <a href="#">95</a>
306-4	Waste diverted from disposal	Waste and Plastics; pages <a href="#">78-80</a> Total Weight of Waste Diverted From Disposal: <ul style="list-style-type: none"> <li>Onsite - 195,073 metric tons</li> <li>Offsite - 459,290 metric tons</li> </ul> Onsite waste consists of diverted reusable totes while offsite waste accounts for all other diverted waste. 195,073 metric tons of waste are handled onsite and 459,290 are handled offsite.

GRI Disclosure		References and responses		
<b>EFFLUENTS AND WASTE (cont.)</b>				
306-5	Waste directed to disposal	Waste and Plastics; pages <a href="#">78-79</a>		
<b>SUPPLIER ENVIRONMENTAL ASSESSMENT</b>				
<b>GRI 3: Material Topics 2021</b>				
3-3	Management of material topics	At a Glance; page <a href="#">6</a> Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Waste and Plastics; pages <a href="#">78-82</a> Our Owned Brands; pages <a href="#">85-87</a> Responsible Sourcing; pages <a href="#">88-90</a> Sustainable Materials; page <a href="#">91</a>		
<b>GRI 308: Supplier Environmental Assessment 2016</b>				
308-1	New suppliers that were screened using environmental criteria	Responsible Sourcing; pages <a href="#">88-90</a> Sustainable Materials; pages <a href="#">91-93</a>		
308-2	Negative environmental impacts in the supply chain and actions taken	Responsible Sourcing; pages <a href="#">88-90</a> Sustainable Materials; page <a href="#">91</a> <b>Direct Response:</b> One supplier relationship was terminated during the 2023 fiscal year.		
<b>GRI 400 SOCIAL STANDARDS SERIES</b>				
<b>EMPLOYMENT</b>				
<b>GRI 3: Material Topics 2021</b>				
3-3	Evaluation of the management approach	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Healthy and Inclusive Workplace; pages <a href="#">58-67</a>		
<b>GRI 401: Employment 2016</b>				
401-1	New employee hires and employee turnover	Employee turnover <sup>1,2</sup> as of Aug. 31, 2023		
		<b>Voluntary Turnover (%)</b>	<b>Involuntary Turnover (%)</b>	<b>Total Employee Turnover (%)</b>
	<b>United States</b>	44	11	54
	<b>International</b>	26	2	28
	<b>U.S. Healthcare</b>	10	12	23
	<b>WBA</b>	39	9	48

GRI Disclosure		References and responses					
<b>EMPLOYMENT (cont.)</b>							
		The table below shows the number and rate of new employee hires by region.					
			<b>United States</b>	<b>International<sup>1</sup></b>	<b>U.S. Healthcare</b>		
	<b>New employee hires</b>		154,571	15,692	1,211		
	<b>Rate of new employee hires</b>		67%	24%	32%		
		The table below shows the number and rate of new employee hires and employee turnover as of Aug. 31, 2023 <sup>2</sup>					
	<b>Employment type</b>	<b>&lt;30</b>	<b>30-50</b>	<b>50+</b>	<b>Male</b>	<b>Female</b>	<b>UD<sup>3</sup></b>
	<b>New employee hires</b>	114,260	42,689	14,542	55,561	115,920	10
	<b>Rate of new employee hires</b>	38%	14%	5%	19%	39%	-
	<b>Employee turnover</b>	86,602	42,089	14,858	43,121	100,424	4
	<b>Rate of employee turnover</b>	29%	14%	5%	15%	34%	-
		<sup>1</sup> Employees of US Retail Pharmacy, US Healthcare, and International are included; does not include employees of companies in which WBA has equity method investments and is not a majority owner. <sup>2</sup> 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. <sup>3</sup> UD = Undisclosed					
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Healthy and Inclusive Workplace; pages <a href="#">58-67</a>					

GRI Disclosure		References and responses																									
<b>EMPLOYMENT (cont.)</b>																											
401-3	Parental leave	<p>The table below shows return to work and retention rates of employees that took parental leave by gender as of Aug. 31, 2023</p> <table border="1"> <thead> <tr> <th></th> <th>Female</th> <th>Male</th> <th>UD<sup>1</sup></th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Employees eligible for parental leave</td> <td>70,423</td> <td>36,193</td> <td>9</td> <td>106,625</td> </tr> <tr> <td>Employees who took parental leave</td> <td>4,496</td> <td>2,030</td> <td>-</td> <td>6,526</td> </tr> <tr> <td>Employees who returned to work from parental leave</td> <td>2,677</td> <td>1,240</td> <td>-</td> <td>3,917</td> </tr> <tr> <td>Employees who returned from parental leave and worked 12 months</td> <td>2,181</td> <td>1,033</td> <td>-</td> <td>3,214</td> </tr> </tbody> </table> <p><sup>1</sup>UD = Undisclosed</p>		Female	Male	UD <sup>1</sup>	Total	Employees eligible for parental leave	70,423	36,193	9	106,625	Employees who took parental leave	4,496	2,030	-	6,526	Employees who returned to work from parental leave	2,677	1,240	-	3,917	Employees who returned from parental leave and worked 12 months	2,181	1,033	-	3,214
	Female	Male	UD <sup>1</sup>	Total																							
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<b>OCCUPATIONAL HEALTH AND SAFETY</b>																											
<b>GRI 3: Material Topics 2021</b>																											
3-3	Evaluation of the management approach	<p>Our Approach to ESG; pages <a href="#">9-10</a>            ESG Materiality; pages <a href="#">11-13</a>            Stakeholder Engagement; pages <a href="#">16-19</a>            Governance; pages <a href="#">21-28</a>            Healthy and Inclusive Workplace; pages <a href="#">58-67</a>            Workplace Safety; page <a href="#">58</a>  <a href="#">Code of Conduct and Ethics</a>; page 14</p>																									
<b>GRI 403: Occupational Health and Safety 2018</b>																											
403-1	Occupational health and safety management system	<p>Health and Safety; page <a href="#">25</a>            Employee Health, Safety and Well-being; page <a href="#">58</a></p>																									
403-2	Hazard identification, risk assessment, and incident investigation	<p>Health and Safety; page <a href="#">25</a>            Employee Health, Safety and Well-being; pages <a href="#">58-60</a>  <b>Direct Response:</b> Each WBA segment, 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</p>																									

GRI Disclosure		References and responses
<b>OCCUPATIONAL HEALTH AND SAFETY (cont.)</b>		
		<p>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. Each segment, 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. Every business must have in place processes for investigating accidents and near misses to help 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. assesses 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. 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 segments, 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>Governance; page <a href="#">23</a>            Employee Health, Safety and Well-being; pages <a href="#">58-60</a></p>
403-4	Worker participation, consultation, and communication on occupational health and safety	<p>Governance; page <a href="#">23</a>            Health and Safety; page <a href="#">25</a>            Employee Health, Safety and Well-being; pages <a href="#">58-60</a></p>
403-5	Worker training on occupational health and safety	<p>Health and Safety; page <a href="#">25</a>            Employee Health, Safety and Well-being; pages <a href="#">58-60</a></p>
403-6	Promotion of worker health	<p>Health and Safety; page <a href="#">25</a>            Employee Health, Safety and Well-being; pages <a href="#">58-60</a></p>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<p>Health and Safety; page <a href="#">25</a>            Employee Health, Safety and Well-being; pages <a href="#">58-60</a></p>
403-8 <sup>1</sup>	Workers covered by an occupational health and safety management system	<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 systems, internal and external auditing processes are in place in several larger markets covering all employees.  <b>Omission</b>  <b>Part of Disclosure Omitted:</b> Workers who are not employees, and an annual internal or external audit process of the management system.</p>

GRI Disclosure		References and responses
<b>OCCUPATIONAL HEALTH AND SAFETY (cont.)</b>		
		<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> <p><sup>1</sup>GRI 403-8 required disclosures are within the Deloitte &amp; Touche LLP review scope as detailed on pages <a href="#">119-120</a>.</p>
<b>TRAINING AND EDUCATION</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Evaluation of the management approach	Stakeholder Engagement; pages <a href="#">16-19</a> Employee Engagement and Development; pages <a href="#">68-69</a>
<b>GRI 404: Training and Education 2016</b>		
404-1	Average hours of training per year per employee	Employee Engagement and Development; pages <a href="#">68-69</a> <b>Direct Response:</b> Walgreens full-time equivalent team members received an average of 29 hours of training per person. Male received 27 hours and female received 30 hours of training. <b>Omission</b> <b>Part of Disclosure Omitted:</b> Employee category <b>Reason for Omission:</b> Information unavailable
404-2	Programs for upgrading employee skills and transition assistance programs	Employee Engagement and Development; pages <a href="#">68-69</a>
404-3	Percentage of employees receiving regular performance and career development reviews	Employee Engagement and Development; pages <a href="#">68-69</a> <b>Direct Response:</b> 98% of Walgreens team members receive performance appraisals. See Employee Health, Safety and Well-being for more information on appraisals and workforce data.
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>		
<b>GRI 103: Material Topics 2021</b>		
3-3	Evaluation of the management approach	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Diversity, Equity and Inclusion; pages <a href="#">61-67</a> <a href="#">ESG Policy Statements, Diversity, Equity and Inclusion Policy Statement 2024 Notice of Annual Meeting and Proxy Statement</a> ; page 116 <a href="#">Code of Conduct and Ethics</a> ; page 12

GRI Disclosure		References and responses
<b>DIVERSITY AND EQUAL OPPORTUNITY (cont.)</b>		
<b>GRI 405: Diversity and Equal Opportunity 2016</b>		
405-1	Diversity of governance bodies and employees	Governance; page <a href="#">22</a> Diversity, Equity and Inclusion; pages <a href="#">61-67</a> <a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> ; page 18
405-2	Ratio of basic salary and remuneration of women to men	Adjusted Gender Pay Difference* (Basic salary only) <ul style="list-style-type: none"> <li>• Executives - 101.2%</li> <li>• Managers - 97.91%</li> <li>• All Non- Management Employees - 99.77%</li> <li>• Overall - 99.55%</li> </ul> *US team members only
<b>LOCAL COMMUNITIES</b>		
<b>GRI 103: Management Approach 2016</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Partnerships for Good; pages <a href="#">42-45</a> Giving Back: Corporate Donations and Supporting Causes; pages <a href="#">46-51</a> Diversity, Equity and Inclusion; pages <a href="#">61-67</a> Responsible Sourcing; pages <a href="#">88-90</a> <b>Direct Response:</b> For all our major programs we conduct regular analyses to review our methods, activities, impact and return on resource investment. Based on these reviews, we decide to continue, modify or discontinue programs. Community engagement is reviewed in aggregate by operating segments quarterly, to determine alignment with our ESG strategy.
<b>GRI 413: Local Communities 2016</b>		
413-1	Operations with local community engagement, impact assessments, and development programs	Fiscal 2023 Achievements and Recognition; pages <a href="#">7-8</a> Health Access and Awareness; pages <a href="#">31-34</a> and <a href="#">39</a> Partnerships for Good; pages <a href="#">42-45</a> Giving Back: Corporate Donations and Supporting Causes; pages <a href="#">46-47</a> Information and Education; page <a href="#">52</a> Diversity, Equity and Inclusion; page <a href="#">61-63</a> Waste and Plastics; page <a href="#">78-82</a> Sustainable Packaging; pages <a href="#">94-96</a> <b>Direct Response:</b> Substantially all of our operations have implemented local community engagement. The WBA ESG 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

GRI Disclosure		References and responses
<b>LOCAL COMMUNITIES (cont.)</b>		
		<p>understand where they can have the biggest impact. Engagement channels differ from business to business. Impact assessments are generally conducted for key national ESG 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 they 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> <p>WBA provides opportunities for any of our consumers to give feedback and to raise grievance through online or telephonic mechanism. This would provide opportunities for local grievances to be addressed.</p>
413-2	Operations with significant actual and potential negative impacts on local communities	<b>Direct Response:</b> Based on our sector, this is not relevant to our business. We are creating economic opportunity and access to essential products and services.
<b>SUPPLIER SOCIAL ASSESSMENT</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	<p>Our Approach to ESG; pages <a href="#">9-10</a>            ESG Materiality; pages <a href="#">11-13</a>            Stakeholder Engagement; pages <a href="#">16-19</a>            Our Owned Brands; pages <a href="#">85-87</a>            Responsible Sourcing; pages <a href="#">88-90</a>  <a href="#">Modern Slavery and Human Trafficking Statement</a>  <a href="#">Code of Conduct and Ethics</a>; page 26</p>
<b>GRI 414: Supplier Social Assessment 2016</b>		
414-1	New suppliers that were screened using social criteria	Responsible Sourcing; pages <a href="#">88-90</a>
414-2	Negative social impacts in the supply chain and actions taken	<p>Responsible Sourcing; pages <a href="#">88-90</a>  <a href="#">Modern Slavery and Human Trafficking Statement</a>  <b>Direct Response:</b> Two zero tolerance violations were detected during fiscal 2023. One with a potential new supplier which resulted in no relationship. One with an existing supplier which resulted in WBA not actively purchasing from vendor.</p>

GRI Disclosure		References and responses
<b>PUBLIC POLICY</b>		
<b>GRI 3: Material Topics</b>		
3-3	Evaluation of the management approach	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a>
<b>GRI 415: Public Policy 2016</b>		
415-1	Political contributions	<a href="#">2024 Notice of Annual Meeting and Proxy Statement</a> ; page 40 <a href="#">Political Engagement and Contributions Policy</a>
<b>CUSTOMER HEALTH AND SAFETY</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	<p>Our Approach to ESG; pages <a href="#">9-10</a>            ESG Materiality; pages <a href="#">11-13</a>            Stakeholder Engagement; pages <a href="#">16-19</a>            Governance; pages <a href="#">24-28</a>            Sustainable Materials; pages <a href="#">91-93</a>            Employee Health, Safety and Well-being; pages <a href="#">58-69</a>            Product Safety; page <a href="#">26</a></p>
<b>GRI 416: Customer Health and Safety 2016</b>		
416-1	Assessment of the health and safety impacts of product and service categories	Health and Safety; pages <a href="#">25-26</a>
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Health and Safety; pages <a href="#">25-26</a> <b>Direct Response:</b> WBA has not identified any incidents of non-compliance with regulations or voluntary codes in fiscal year 2023.
<b>MARKETING AND LABELING</b>		
<b>GRI 103: Management Approach 2016</b>		
3-3	Evaluation of the management approach	Our Approach to ESG; pages <a href="#">9-10</a> Stakeholder Engagement; pages <a href="#">16-19</a> Sustainable Packaging; pages <a href="#">94-96</a>
<b>GRI 417: Marketing and Labeling 2016</b>		
417-1	Requirements for product and service information and labeling	Health and Safety; pages <a href="#">25-26</a> Waste and Plastics; pages <a href="#">78-82</a> Sustainable Materials; pages <a href="#">91-93</a> Sustainable Packaging; pages <a href="#">94-96</a>

GRI Disclosure		References and responses
<b>MARKETING AND LABELING (cont.)</b>		
417-2	Incidents of non-compliance concerning product and service information and labeling	Health and Safety; pages <a href="#">25-26</a> <b>Direct Response:</b> WBA has not identified any incidents of non-compliance with regulations or voluntary codes in fiscal year 2023.
417-3	Incidents of non-compliance concerning marketing communications	Health and Safety; pages <a href="#">25-26</a> <b>Direct Response:</b> WBA has not identified any incidents of non-compliance with regulations or voluntary codes in fiscal year 2023.
<b>CUSTOMER PRIVACY</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Information Security; page <a href="#">27</a> Patient and Customer Privacy; page <a href="#">28</a> <a href="#">Code of Conduct and Ethics</a> ; page 33
<b>GRI 418: Customer Privacy 2016</b>		
418-1 <sup>1</sup>	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information Security; page <a href="#">27</a> Patient and Customer Privacy; page <a href="#">28</a> <b>Direct Response:</b> For the portion of our pharmacy business that operates in the U.S., we publicly report breaches to the United States Department of Health and Human Services Office for Civil Rights (OCR). Click here for a link to the OCR breach reporting portal. 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 <b>Omission</b> <b>Part of Disclosure Omitted:</b> Data disclosure incidents not related to pharmacy GRI Disclosure References and responses <b>Reason for Omission:</b> Information unavailable <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. <sup>1</sup> GRI 418-1 required disclosures are within the Deloitte & Touche LLP review scope as detailed on pages <a href="#">119-120</a> .

GRI Disclosure		References and responses
<b>ACCESS TO AFFORDABLE AND QUALITY HEALTHCARE</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Health Access and Awareness; pages <a href="#">31-39</a> Partnerships for Good; pages <a href="#">42-45</a>
<b>CONSUMER HEALTH EDUCATION AND MARKETING</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Health Access and Awareness; pages <a href="#">31-39</a> Partnerships for Good; pages <a href="#">42-45</a>
<b>PRESCRIPTION DRUG ABUSE</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Health Access and Awareness; pages <a href="#">31-39</a> WBA Position Statement: <a href="#">Opioid Epidemic in the United States</a>
<b>CANCER CURE AND PREVENTION</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Evaluation of the management approach	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Partnerships for Good; pages <a href="#">42-45</a>
<b>CUSTOMER RESPONSIBILITY</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	At a Glance; page <a href="#">6</a> Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Health and Safety; page <a href="#">25</a> Information Security; page <a href="#">27</a> Patient and Customer Privacy; page <a href="#">28</a>

GRI Disclosure		References and responses
<b>CHEMICAL USE AND MANAGEMENT</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Evaluation of the management approach	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Sustainable Materials; page <a href="#">91</a>
<b>INNOVATION AND DIGITALIZATION</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Health Access and Awareness; pages <a href="#">31-39</a>
<b>TOBACCO SALES</b>		
<b>GRI 3: Material Topics 2021</b>		
3-3	Management of material topics	Our Approach to ESG; pages <a href="#">9-10</a> ESG Materiality; pages <a href="#">11-13</a> Stakeholder Engagement; pages <a href="#">16-19</a> Health Access and Awareness; pages <a href="#">31-39</a>



# SASB Index

The Sustainability Accounting Standards Board (SASB) Standards are independent standards for ESG disclosures maintained by the International Sustainability Standards Board ("ISSB"). The SASB reporting standards are industry-specific, covering ESG reporting criteria for 77 industries to meet investor needs. The table below is WBA's SASB Index<sup>1</sup>, which includes disclosures as part of the drug retailers industry, which includes companies that operate retail pharmacies and distribution centers that supply retail stores.

Drug Retailers Standard				
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) 15,818,645 GJ (2) 69.4% (3) 4.8%
Data Security and 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	See Patient and Customer Privacy on page <a href="#">28</a> .
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 64.6 percent in fiscal 2023. 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 <sup>2</sup> .
	Description of policies and practices to prevent prescription dispensing errors	Discussion and analysis	HC-DR-260b.2	See Patient safety on page <a href="#">25</a> .

Drug Retailers Standard				
Topic	Metric	Category	Code	Response
<b>ACTIVITY METRICS</b>				
Activity Metrics	Number of pharmacy locations	Quantitative	HC-DR-000.A	Fiscal 2023 Annual Report identifies 12,661 retail stores of which 12,476 have pharmacies.
	Total area of retail space	Quantitative	HC-DR-000.B	Retail space of 13 million square meters.
	Number of prescriptions filled	Quantitative	HC-DR-000.C	The U.S. Retail Pharmacy segment filled 800.8 million prescriptions (including vaccinations) in fiscal 2023. Adjusted to 30-day equivalents, prescriptions filled were 1.2 billion in fiscal 2023.
	Number of pharmacists	Quantitative	HC-DR-000.D	WBA has over 32,000 registered pharmacists between the U.S. Retail Pharmacy, U.S. Healthcare, and International segments.

<sup>1</sup>SASB Index is included within the scope of Deloitte & Touche LLP review as detailed in the assurance report on pages [119-120](#).

<sup>2</sup>Includes U.S. Retail Pharmacy segment only



### MORE INFO

More climate performance highlights can be found in the Energy and Emissions section of this ESG Report on page [72](#).

## TCFD Response

GRI 3-3, 201-2

At WBA, fulfilling our purpose to create more joyful lives through better health means we must do our part to safeguard a livable planet. We recognize that climate change, environment, equity and human health are interconnected and are acutely aware of climate-related risks to our local communities as well as globally, which is why our ESG efforts are embedded in our business strategy. We strive to improve global health in a way that is environmentally conscious and socially equitable.

WBA's mitigation efforts to reduce its impact on the climate are focused on two primary initiatives: 1) driving efficient operations and 2) proactively engaging with stakeholders, including suppliers, with an emphasis on reducing energy consumption, emissions and waste, while increasing reuse and recycling options to help create a progressively circular economy. WBA will act through our Company initiatives and through collaboration with industry, trade and other climate and environmental experts.

The WBA ESG Committee approved the production of a response aligned to the Task Force for Climate-Related Financial Disclosures (TCFD) requirements as increasing attention is focused on this disclosure. A growing number of governments and regulating bodies have adopted or proposed new climate regulations, citing TCFD as a leading framework. We are committed to increasing transparency and continuously improving our ESG-related disclosures as our stakeholders, including customers and investors, are interested in our climate-related actions and goals.

WBA conducts a materiality assessment at least every three years to understand our impacts, encourage insightful stakeholder dialogue, inform our sustainability strategy and form the basis for our ESG reporting. Our 2021 materiality assessment resulted in the topic of "energy use and climate impacts" as having very high significance to our stakeholders. As such, WBA reports on climate-related risks in our 2023 Annual Report and discusses strategy, goals and metrics in our annual ESG Report. We also complete the CDP Climate Change questionnaire on an annual basis, demonstrating our commitment to transparently reporting our progress.

This third WBA response against the voluntary guidelines of the TCFD continues our multiyear approach to reaching a fully developed TCFD response. Our response aligns to our most recent CDP climate change questionnaire, the emissions disclosures found in this ESG Report and our fiscal 2022 climate scenario analysis ("CSA").

We continue to integrate the results of the CSA with our Enterprise Risk Management (ERM) team to formulate action plans.

### WBA's highlights in fiscal 2023 include:

WBA metrics and targets are presented in the table below. Additionally, our principal businesses set targets as they comprise a large percentage of our overall emissions. In fiscal 2023, Walgreens and Boots UK represent more than 96 percent of our Scope 1 and 2 carbon footprint and have targets within each:

- **WBA:** Reduce our absolute Scope 1 and Scope 2 emissions 30 percent by the end of fiscal 2030 compared with our baseline year of fiscal 2019.
- **Boots UK and No7 Beauty Company owned brands:** Reach The UK Plastics Pact 2025 targets: 30 percent reduction in plastic packaging compared with 2018, 100 percent of plastic packaging reusable or recyclable by consumers and achieve 30 percent average recycled content across plastic packaging.
- **Walgreens owned brand packaging 2030 targets:** A 30 percent reduction in plastics packaging compared with fiscal 2020, 100 percent plastics packaging recyclable, reusable or compostable and 30 percent average recycled content across plastics packaging portfolio. These significant targets play a critical role in our overall emissions-reduction strategy. More information on the actions taken on these targets can be found within this ESG Report within the Energy and Emissions section on page [72](#).

Disclosure Focus Area	Recommended Disclosures	Response
<b>Governance</b>		
Disclose the organization's governance around climate-related risks and opportunities.	a) Describe the board's oversight of climate-related risks and opportunities.	<p>The board of directors oversees ESG through two committees: Nominating and Governance and Audit.</p> <p>The Nominating and Governance Committee oversees the Company's ESG initiatives, policies and activities, including sustainability and the environment. Such oversight includes a review of the Company's management of related risks, in consultation with the Audit Committee as appropriate. The ESG Committee reports to the Nominating and Governance Committee twice a year to review ESG strategy, including global emissions activities, tracking against emissions reduction targets, review of the annual ESG Report and activities discussed within the annual ESG Report.</p> <p>Members of the Nominating and Governance Committee are all independent directors, and the chair of the committee is responsible for reporting to the full board of directors regarding the activities of the Nominating and Governance Committee at appropriate times and as otherwise requested by the Chairman of the board. The Nominating and Governance Committee Charter is publicly available on the WBA website.</p> <p>The Audit Committee also reviews the Company's strategy for business continuity and disaster management, including the establishment of emergency response teams across the business. The Audit Committee Charter is publicly available on the WBA website. Additionally, the Audit Committee has explicit oversight responsibility for Enterprise Risk Management (ERM), including overseeing management's analysis and mitigation. The ERM encompasses the review of emerging and existing risks relating to climate change and their impact on the business. The Audit Committee members are all independent directors and meet on ERM activity twice annually.</p> <p>In addition to work conducted within the committees, the WBA chief operating officer, international, head of the ESG Committee, provides ESG programming updates to the full board of directors annually.</p>
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	<p>The WBA ESG Committee plays a leading role in providing oversight and governance. During fiscal 2023 the ESG Committee was chaired by the chief operating officer for international and included the executive vice president and global chief human resources officer, the vice president for ESG and DEI for international, the senior vice president for ESG and chief DEI officer, the president for Walgreens retail and chief customer officer, the senior vice president and</p>

Disclosure Focus Area	Recommended Disclosures	Response
<b>Governance (cont.)</b>		
		<p>global chief communications officer, the senior vice president and global chief public affairs officer, the senior vice president and chief administrative officer for international, the executive vice president and global chief legal officer, the senior vice president, global controller and chief accounting officer, and the senior vice president, managing director and president for Boots.</p> <p>The ESG Committee meets regularly and, among other obligations, sets and oversees ESG strategy, goals, programming and policy statements. This includes tracking progress and reporting on external ESG goals, and the goals set by principal businesses and cross-segment organizations. The ESG Committee meets four times a year to review the ESG program and reports to the Nominating and Governance Committee at least twice a year.</p> <p>Additionally, the senior vice president and global chief compliance and ethics officer, updates the ESG Committee and oversees the ERM program, which is designed to identify, monitor and assess significant short-, medium- and long-term risks. Key risks are presented to and reviewed by the WBA Governance, Risk and Compliance Committee on a bi-annual basis, and summaries are presented to the Board's Audit Committee at least twice annually.</p>
<b>Strategy</b>		
Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's business, strategy, and financial planning where such information is material.	Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	<p>Climate change presents a wide range of risks and opportunities to WBA over the short, medium and long term. The risks identified below may have a material impact on business operations and financial performance.</p> <p>Physical risks, such as extreme weather conditions, rising sea levels or changes in precipitation patterns, may impact operations and facilities around the world by causing physical damage to stores, distribution or fulfillment centers, which may lead to loss or spoilage of inventory and business interruptions. Extreme weather conditions and variability in weather patterns may also result in supply chain disruptions and increased supplier costs that could negatively impact the Company's ability to procure goods or services required for the operation of its business.</p> <p>Transition risks associated with the shift to a low-carbon economy may have an impact on WBA operations, supply chain and access to capital. Uncertainty in energy prices and costs of fossil fuel-based goods (e.g., plastics) may increase costs throughout the supply chain in addition to WBA</p>

Disclosure Focus Area	Recommended Disclosures	Response
<b>Strategy (cont.)</b>		
		<p>operations. WBA operations use natural gas, diesel fuel and gasoline and electricity, all of which could face increased regulation as a result of climate change or other environmental concerns. There are also transition risks associated with increasing regulations on greenhouse gas emissions and energy inputs which may increase costs associated with operations, compliance and merchandise.</p> <p>There are risks and opportunities associated with employees, customers and certain shareholders that may affect the WBA public perception with interested stakeholders. Additionally, if WBA is not able to show progress on climate-related issues or is delayed or unable to meet goals on time (e.g., reducing GHG emissions), it could affect the Company's ability to retain existing and attract new customers and employees. Beyond the risks described above, climate change may also present opportunities for WBA to provide new health-related services and respond to increased demand for low-carbon products. By improving access to healthcare, WBA has an opportunity to serve the needs of local communities experiencing severe weather conditions and other climate-related impacts. Worsening climate change conditions may increase the prevalence and severity of human health impacts (e.g., increased heat stress, new pathogens or vector-borne diseases), and WBA may be able to invest in beneficial products and services such as telehealth, pharmacy services, retail product offerings and mobile vaccination clinics to meet the needs of its customers.</p> <p>WBA is continually evaluating relevant climate risks and opportunities and seeks to mitigate the impacts of these risks while also building capacity to realize opportunities.</p>
	Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	<p>Climate-related risks and opportunities have influenced and been incorporated into company-wide objectives, strategies and goals. The Company is focused on mitigating the impacts of climate change by reducing GHG emissions and reducing operating costs.</p> <p>The Company is taking steps to improve the sustainability of WBA operations by prioritizing energy conservation and efficiency at retail and distribution locations. Additionally, the Company is building its resilience to climate risks while generating value for customers and ensuring business continuity in the face of weather and/or climate change impacts. WBA has an opportunity to play a supportive role as communities transition within the changing climate.</p>

Disclosure Focus Area	Recommended Disclosures	Response
<b>Strategy (cont.)</b>		
		<p>The Company is increasingly offering products and services, health and other, that align with a low-carbon economy, help reduce its impact on the planet and help communities adapt to climate change.</p> <p>Climate-related risks and opportunities will continue to inform WBA business strategy and financial planning. The ERM team will evaluate climate-related risks to determine materiality for incorporation into the Company's broader risk management process. As the Company looks to develop its business strategy aligned with a low-carbon future, it will use the results of its climate scenario analysis (CSA) to make informed decisions about which risks and opportunities to prioritize.</p>
	Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	<p>As part of the WBA commitment to building resilience into its business strategy, WBA conducted a CSA to identify, prioritize and determine the potential impacts of climate-related risks and opportunities that could affect its business. The Company took a cross-functional approach to the CSA by involving internal stakeholders from across the Company to identify ten risks and opportunities most relevant to WBA.</p> <p>Each identified risk and opportunity was analyzed under two climate scenarios: a high-emissions scenario and a low-carbon economy scenario. Both scenarios were based on climate projections from the Intergovernmental Panel on Climate Change (IPCC). The low-emissions scenario, also known as Representative Concentration Pathway (RCP) 2.6, is based on keeping global warming under 2 degrees Celsius and is modeled under the assumption that the world takes a sharp pivot toward climate action, including rapid decarbonization. The high-emissions scenario is based on RCP 8.5, which would result in 4 to 5 degrees Celsius of warming by the end of the century. This scenario presents the upper bounds of impacts from global warming resulting from inaction on decarbonization and climate-change mitigation.</p> <p>The results of this CSA show that physical risks will have a larger impact on WBA's business in the high emissions scenario. In a high emissions scenario, extreme weather conditions and other climate disasters would have a more significant impact on WBA through store closures, lost sales, inventory spoilage and repair costs. Transition risks are more varied, however, with many of these risks having a larger impact on WBA in the near term (i.e., by 2030) in a low-emissions scenario. These impacts are due to the</p>

Disclosure Focus Area	Recommended Disclosures	Response
<b>Strategy (cont.)</b>		
		<p>added burden that would be required to address the rapid shift to a low-carbon economy. Climate-related opportunities are generally more pronounced in the high emissions scenario, as larger impacts from climate change will lead to increased opportunities for WBA to provide solutions that improve healthcare access and quality of services.</p> <p>WBA is beginning to implement changes based on the results of the CSA and will continue to evolve based on results. The WBA ERM team will use the learnings from this analysis to determine if adjustments are needed in its decision-making and risk-management processes, and will integrate the output of the CSA into its consideration of financial material risk, financial planning and business strategy development.</p>
<b>Risk Management</b>		
Disclose how the organization identifies, assesses and manages climate-related risks.	Describe the organization's processes for identifying and assessing climate-related risks.	<p>For WBA, climate-related risks are considered within the risk identification, assessment and management processes. The ERM and Compliance functions are primarily responsible for monitoring the overall risk profile, which includes both climate-related physical and transition risks. The ERM program tracks current and emerging risks and recommends changes to the Company's key risk summary. At the company level, risk assessments encompass all strategic, operational, commercial, regulatory, reputational, legal and financial risks that could have an adverse impact on WBA. Climate-related risks can impact all of these risk types, and therefore have to be considered. Acute physical risks, such as flooding, have operational, commercial and financial implications. WBA is committed to evaluating and monitoring acute physical risks to help ensure it is properly prepared and can help mitigate. Risks are identified and assessed for all businesses and global functions. Each business is responsible for preparing and reviewing potential risks bi-annually.</p> <p>WBA considers potential risks, including climate-related risks, to the Company and evaluates them based on the following criteria: (i) the importance of the issue to and potential impact on the Company; (ii) the importance of the issue to and potential impact on its stakeholders; and (iii) the time frame in which WBA envisions the issue becoming relevant.</p> <p>Transitional market-related risks are regularly assessed and prioritized as part of the Company's risk assessment</p>

Disclosure Focus Area	Recommended Disclosures	Response
<b>Risk Management (cont.)</b>		
		<p>process, which includes shifts in the supply and demand for certain commodities, products and services. Climate-related risks and opportunities are increasingly considered in this process. Chronic physical risks such as temperature changes due to climate change are included in the Company's assessments regarding measuring and managing energy use and associated GHG emissions.</p>
	Describe the organization's processes for managing climate-related risks.	<p>WBA manages climate-related risk with a company view and impact on the broader environment. WBA manages these risks through its ERM program, targets managed by the ESG Committee and in setting company-wide practices and procedures, each with efforts to continually improve to reduce its impact.</p> <p>The ERM program sets the framework for identifying, assessing and managing climate-related risks. The ERM program is specifically designed and tailored to identify, monitor and assess significant short-, medium- and long-term risks to the Company and to help ensure that WBA is taking appropriate steps to mitigate them. Risks are specifically monitored through the ERM and Compliance functions. Risks are identified and assessed for all businesses and global functions across WBA. Within this process, each business is responsible for preparing and reviewing potential risks bi-annually.</p> <p>The ERM program tracks current and emerging risks and provides recommendations for changes to the Company's key risk summary. Summaries of key and emerging risks are presented to the Audit Committee. Updates on risk mitigation are provided to the Audit Committee through the ERM program or management presentations as appropriate.</p> <p>In addition to ERM, the ESG Committee maintains environment-related objectives that are tracked, monitored and cascaded to each business to align with local objectives and initiatives. WBA completes the CDP climate change questionnaire annually and reports progress against its Healthy Planet commitments in its annual ESG Report to hold itself accountable and communicate goals and progress.</p> <p>At WBA, focus is given to preparedness and training. WBA maintains a Business Continuity Management program and utilizes nationwide resources, support systems and infrastructure to respond quickly, compassionately and effectively during natural disasters, emergencies and pandemics. The Company has plans and protocols in place to effectively support and provide necessary services to</p>

Disclosure Focus Area	Recommended Disclosures	Response
<b>Risk Management (cont.)</b>		
		<p>minimize disruptions and keep stores open and operating, or provide other solutions, such as mobile location, to meet patients' and customers' needs. The Company also implements processes to minimize supply chain disruption. WBA utilizes its Security Operations Center at Walgreens in the U.S. to identify areas that will be drastically impacted by natural disasters and deploy needed resources, like generators and mobile pharmacies, to the areas that need them most.</p> <p>In broader company activities, WBA endeavors to ensure the appropriate use of resources and materials, minimize waste and encourage reuse and recycling, ensure the safe handling and disposal of products, maintain environmental management systems and communicate its commitment to the environment across the entire Company. Further, WBA strives to ensure that the team members, customers, patients and communities it serves are safe during and after a crisis while maintaining a continuity of service.</p>
	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	<p>WBA integrates the process for identifying, assessing and managing climate-related risks into the overall risk management process specifically through the ERM and Compliance functions which are primarily responsible for monitoring the overall risk profile.</p> <p>At the company level, risk assessments encompass all strategic, operational, commercial, regulatory, reputational, legal and financial risks that could have an adverse impact on WBA. WBA is implementing learnings from the CSA results as part of its ongoing efforts to further integrate climate-risk management and mitigation within its ERM and business continuity and disaster recovery policies.</p>
<b>Metrics and Targets</b>		
Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	WBA regularly reports GHG emissions and energy consumption across its operations and supply chain, as well as the source associated with each emissions category. Further, the Company tracks solid waste generation and disposal methods across all its businesses. See the list of climate-focused initiatives and relevant data on page 74 of this ESG Report for more information.

Disclosure Focus Area	Recommended Disclosures	Response
<b>Metrics and Targets (cont.)</b>		
	Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	<p>WBA annually quantifies Scope 1, 2 and 3 emissions through two reporting channels: the Energy and Emissions section of its ESG Report, including three years of data, and its CDP climate change questionnaire. WBA Scope 1 and location-based Scope 2 emissions are calculated using commonly accepted emission factors. Scope 3 emissions were reported for two categories in accordance with the GHG Protocol's Corporate Value Chain (Scope 3) Standard: Business travel and the portion of downstream transportation and distribution (cars, aircraft, trains or by sea) for operations outsourced to third parties where deliveries are made exclusively for WBA businesses.</p> <p>Risks associated with Scope 3 emissions include the estimations used in emission factors and the completeness of data.</p>
	Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	<p>WBA set a target to reduce its absolute Scope 1 and 2 emissions by 30 percent from a 2019 baseline by the end of fiscal 2030. This target is aligned with the Company's approach to addressing the impact of climate-related risks and opportunities on operations. WBA plans to achieve this target primarily through a continued focus on energy efficiency improvements at Walgreens and Boots UK retail locations. As of fiscal 2023, WBA has reduced emissions by 25% percent from the 2019 baseline, which means the Company is over halfway to achieving its 2030 target. WBA plans to continue making progress toward this target and reducing its exposure to climate-related risks by improving energy efficiency at retail locations and using environmental management systems (EMS) in retail locations to monitor energy performance and provide insight into climate-stressed locations.</p>

# 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](#).

WBA's Communication on Progress during 2022 qualified for the Global Compact Advanced level.

UNGC Principles	Disclosure
<b>HUMAN RIGHTS</b>	
<b>Principle 1:</b> Businesses should support and respect the protection of internationally proclaimed human rights; and	<ul style="list-style-type: none"> <li>• Sustainable Marketplace, pages <a href="#">84-96</a></li> <li>• Healthy and Inclusive Workplace, pages <a href="#">56-69</a></li> <li>• <a href="#">WBA Code of Conduct and Business Ethics</a></li> <li>• <a href="#">Modern Slavery and Human Trafficking Statement</a></li> <li>• <a href="#">WBA Human Rights Policy Statement</a></li> <li>• <a href="#">WBA Supplier Code of Conduct</a></li> </ul>
<b>Principle 2:</b> Make sure that they are not complicit in human rights abuses.	
<b>LABOR</b>	
<b>Principle 3:</b> Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	<ul style="list-style-type: none"> <li>• Sustainable Marketplace, pages <a href="#">84-96</a></li> <li>• Healthy and Inclusive Workplace, pages <a href="#">56-69</a></li> <li>• <a href="#">WBA Code of Conduct and Business Ethics</a></li> <li>• <a href="#">Modern Slavery and Human Trafficking Statement</a></li> <li>• <a href="#">WBA Human Rights Policy Statement</a></li> <li>• <a href="#">WBA Supplier Code of Conduct</a></li> <li>• <a href="#">WBA ESG Policy Statements</a></li> </ul>
<b>Principle 4:</b> The elimination of all forms of forced and compulsory labour;	
<b>Principle 5:</b> The effective abolition of child labour; and	
<b>Principle 6:</b> The elimination of discrimination in respect of employment and occupation.	

UNGC Principles	Disclosure
<b>ENVIRONMENT</b>	
<b>Principle 7:</b> Businesses should support a precautionary approach to environmental challenges;	<ul style="list-style-type: none"> <li>• Healthy Planet, pages <a href="#">70-82</a></li> <li>• <a href="#">WBA CDP Response Fiscal 2023</a>, which covers 2022</li> <li>• <a href="#">WBA Supplier Code of Conduct</a></li> <li>• <a href="#">WBA ESG Policy Statements</a></li> </ul>
<b>Principle 8:</b> Undertake initiatives to promote greater environmental responsibility; and	
<b>Principle 9:</b> Encourage the development and diffusion of environmentally friendly technologies.	
<b>ANTI-CORRUPTION</b>	
<b>Principle 10:</b> Businesses should work against corruption in all its forms, including extortion and bribery.	<ul style="list-style-type: none"> <li>• <a href="#">WBA Code of Conduct and Business Ethics</a></li> <li>• Responsible Sourcing, pages <a href="#">88-90</a></li> <li>• <a href="#">WBA Supplier Code of Conduct</a></li> <li>• <a href="#">WBA ESG Policy Statements</a></li> </ul>

# Management Assertion Table

Management of Walgreens Boots Alliance (WBA) is responsible for the completeness, accuracy and validity of the Specified Disclosures referenced below for the period or date indicated below. Management is also responsible for the collection, quantification and presentation of the information included in the 2023 ESG Report and for the selection of the criteria, which management believes provides an objective basis for measuring and reporting on the Specified Disclosures. Management of Walgreens Boots Alliance asserts that the sustainability disclosures referenced below (the WBA specified disclosures, Global Reporting Initiative (GRI) specified disclosures, and the Sustainability Accounting Standards Board (SASB) specified disclosures collectively the “Specified Disclosures”) for the period or date indicated below, are presented in accordance with the criteria set forth below.

Specified Disclosures presented in accordance with WBA ESG Basis of Presentation (the “WBA Criteria”) as presented on pages 121-127.		
Specified Disclosure	WBA Criteria	ESG Report reference
<b>(for the year ended August 31, 2023)</b>		
(1) Total Company CO <sub>2</sub> e emissions, by source	Total emissions by source (energy, product delivery and business travel)	Page <a href="#">74</a>
(2) CO <sub>2</sub> e emissions from energy, by type	Total emissions from energy by type: electricity (direct and indirect), gas (indirect), and other (combined heat and power, oil and liquefied petroleum gas)  Total emissions from business travel, by type: road, air and rail	Page <a href="#">74</a>
(3) Scope 1 CO <sub>2</sub> e emissions except for the portion sold to third parties or to the grid	Total CO <sub>2</sub> e emissions from scope 1 except for the heat and electricity produced by our on-site plant in Beeston, Nottingham, UK, and sold to third parties or to the grid	Page <a href="#">75</a>
(4) CO <sub>2</sub> e emissions from business travel, per 1,000 employees, by division and for the Company	Total CO <sub>2</sub> e emissions from business travel per 1,000 employees	Page <a href="#">74</a>
(5) Waste by method of disposal	Total Waste Directed to Disposal: landfill and incineration  Total Waste Diverted from Disposal: recycled and reuse	Page <a href="#">79</a>

Specified Disclosures presented in accordance with the GRI Sustainability Reporting Standards (the “GRI Standards”):		
GRI Standard and Specified Disclosure (for the year ended August 31, 2023)	ESG Report reference	
(1) GRI 1-3.5: Access to Affordable and Quality Healthcare	<b>Disclosure GRI 3-3: Management of material topics and the following WBA criteria:</b>  Total number of new in-store health service locations and total number of collaborations with healthcare service providers covered on the Walgreens app through Walgreens Find Care that increase access to healthcare.	Page <a href="#">100</a>
(2) GRI 416-1: Safety of Products and Services	<b>Disclosure GRI 416-1:</b> Assessment of the health and safety impacts of product and service categories from the GRI Standards 416: Customer Health and Safety 2016.	Pages <a href="#">25-26</a>
(3) GRI 414-1 and GRI 414-2: Responsible and Ethical Supply Chains	<b>Disclosure GRI 414-1:</b> New suppliers that were screened using social criteria and <b>GRI 414-2:</b> Negative social impacts in the supply chain and actions taken from the GRI Standards 414: Supplier Social Assessment 2016.	Pages <a href="#">88-89</a>
(4) GRI 401-2 and GRI 403-8: Employee Health, Safety, and Well-Being	<b>Disclosure GRI 401-2:</b> Benefits provided to full-time employees that are not provided to temporary or part-time employees from the GRI Standards 416: Customer Health and Safety 2016  and <b>Disclosure GRI 403-8:</b> Workers covered by an occupational health and safety management system from the GRI Standards 403: Occupational Health and Safety 2018.	Pages <a href="#">59-69</a>  Pages <a href="#">105-106</a>
(5) GRI 418-1: Data Privacy and Security	<b>Disclosure GRI 418-1:</b> Substantiated complaints concerning breaches of customer privacy and losses of customer data from the GRI Standards 418: Customer Privacy 2016.	Pages <a href="#">28, 108</a>
(6) GRI 306-3: Waste Management	<b>Disclosure GRI 306-3:</b> Waste generated from the GRI Standards 306: Waste 2020.	Page <a href="#">79</a>
(7) GRI 302-1: Energy Consumption	<b>Disclosure GRI 302-1:</b> Energy consumption within the organization from the GRI Standards 302: Energy 2016.	<a href="#">GHG Statement</a> ; page 2
<b>GRI Standard and Specified Disclosure (for the year ended December 31, 2022)</b>		
(8) GRI 306-3: Plastics and Packaging	<b>Disclosure GRI 306-3:</b> Waste generated from the GRI Standards 306: Waste 2020.	Page <a href="#">95</a>

Specified Disclosures presented in accordance with the GRI Sustainability Reporting Standards (the “GRI Standards”):		
GRI Standard and Specified Disclosure (as of August 31, 2023)		ESG Report reference
(9) GRI 405-1: Diversity, Equity, and Inclusion	<b>Disclosure GRI 405-1:</b> Diversity of governance bodies and employees from the GRI Standards 405: Diversity and Equal Opportunity 2016.	Pages <a href="#">22</a> , <a href="#">66</a>
Specified Disclosures presented in accordance with Sustainability Accounting Services Standards Board (“SASB”) Drug Retailers Sustainability Accounting Standards (the “SASB Standards”):		
Specified Disclosure	SASB Standard	ESG Report reference
Accounting Metrics – Energy Management in Retail (for the year ended August 31, 2023)		
(1) HC-DR-130a.1	<b>HC-DR-130a.1:</b> (1) Total amount of energy consumed in Gigajoules (GJ) (2) Percentage (%) grid electricity of total energy consumed (3) Percentage (%) of renewable electricity of total energy consumed	Page <a href="#">110</a>
Accounting Metrics – Data Security & Privacy (as of August 31, 2023)		
(2) HC-DR-230a.1	<b>HC-DR-230a.1:</b> Description of policies and practices to secure customers’ protected health information (PHI) records and other personally identifiable information (PII)	Page <a href="#">28</a>
Accounting Metrics – Patient Health Outcomes (as of August 31, 2023)		
(3) HC-DR-260b.2	<b>HC-DR-260b.2:</b> Description of policies and practices to prevent prescription dispensing errors	Page <a href="#">110</a>
Activity Metrics (as of August 31, 2023)		
(4) SASB HC-DR-000.A	<b>SASB HC-DR-000.A:</b> Number of pharmacy locations	Page <a href="#">110</a>
(5) SASB HC-DR-000.B	<b>SASB HC-DR-000.B:</b> Total area of retail space	Page <a href="#">110</a>
(6) SASB HC-DR-000.C	<b>SASB HC-DR-000.C:</b> Number of prescriptions filled	Page <a href="#">110</a>
(7) SASB HC-DR-000.D	<b>SASB HC-DR-000.D:</b> Number of pharmacists	Page <a href="#">110</a>

# Assurance Report

GRI 2-5

## Deloitte.

### INDEPENDENT ACCOUNTANT'S REPORT

ESG Committee of Walgreens Boots Alliance, Inc.  
Walgreens Boots Alliance, Inc.  
Deerfield, IL 60015

We have reviewed management of Walgreens Boots Alliance, Inc.'s (the "Company" or "WBA") assertion that the sustainability disclosures identified in Appendix A and referenced in the Management Assertion Table of the accompanying WBA 2023 Environmental, Social, and Governance Report (the "WBA 2023 ESG Report") (the WBA specified disclosures, Global Reporting Initiative ("GRI") specified disclosures, and the Sustainability Accounting Standards Board ("SASB") specified disclosures, collectively, the "Specified Disclosures") for the period or date indicated in Appendix A, are presented in accordance with the criteria set forth in Appendix A and the Management Assertion section of the accompanying WBA 2023 ESG Report.

The Company's management is responsible for its assertion. Our responsibility is to express a conclusion on management's assertion 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 management's assertion in order for it to be fairly stated. The procedures performed in a review vary in nature and timing from and are substantially less in extent than, an examination, the objective of which is to obtain reasonable assurance about whether management's assertion is fairly stated, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. Because of the limited nature of the engagement, the level of assurance obtained in a review is substantially lower than the assurance that would have been

obtained had an examination been performed. We believe that the review evidence obtained is sufficient and appropriate to provide a reasonable basis for our conclusion.

We are required to be independent and to meet our other ethical requirements in accordance with relevant ethical requirements in accordance with the AICPA Code of Professional Conduct.

We applied the *Statements on Quality Control Standards* established by the AICPA and, accordingly, maintain a comprehensive system of quality control.

The procedures we performed were based on our professional judgment. In performing our review, we performed analytical procedures, inquiries, and other procedures as we considered necessary in the circumstances. For a selection of the specified information outlined within Appendix A, we performed tests of mathematical accuracy of computations, compared the disclosures to underlying records, or observed the data collection process.

The preparation of the Specified Disclosures in the WBA 2023 ESG Report requires management to interpret 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, disclosures, and metrics may include estimates and assumptions that are subject to substantial inherent measurement uncertainty including, for example, the accuracy and precision of conversion factors or estimation methodologies used by management. Obtaining sufficient appropriate review evidence to support our conclusion does not reduce the inherent uncertainty in the amounts. The selection by management of a different, but acceptable measurement method, 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, disclosures, or metrics being reported.

Information outside of the Specified Disclosures referenced in Appendix A and the Management Assertion section of the WBA 2023 ESG Report, including linked information, was not subject to our review, including the alignment to United Nations ("UN") Sustainable Development Goals and the Task Force on Climate-related Financial Disclosures ("TCFD") Disclosure Index and, accordingly, we do not express a conclusion or any form of assurance on such information. Further, any information relating to periods prior to the year ended August 31, 2023, and December 31, 2022, specifically for GRI 306-3: Plastics and Packaging, or information relating to forward looking statements, targets, goals, and progress against goals was not subject to our review and, accordingly we do not express a conclusion or any form of assurance on such information.

Based on our review, we are not aware of any material modifications that should be made to management of the Company's assertion that the Specified Disclosures referenced in Appendix A and the Management Assertion section of the accompanying WBA 2023 ESG Report for the period or date indicated therein, are presented in accordance with the criteria set forth in Appendix A and the Management Assertion section of the accompanying WBA 2023 ESG Report.

*Deloitte + Touche LLP*

January 24, 2024

# Basis of Presentation

## FISCAL 2023 ESG DATA

### PART I: BASIS OF PRESENTATION

#### Organization

Walgreens Boots Alliance, Inc., a Delaware corporation (“Walgreens Boots Alliance” or the “Company”), is an integrated healthcare, pharmacy and retail leader serving millions of customers and patients every day, with a 170-year heritage of caring for communities. Our principal executive offices are located at 108 Wilmot Road, Deerfield, Illinois 60015. Our common stock trades on the Nasdaq Stock Market under the symbol “WBA”.

Walgreens Boots Alliance is one of the largest retail pharmacy, health and daily living destinations across the United States (“U.S.”) and Europe with approximately 13,000 locations. Walgreens Boots Alliance has a presence in 9 countries and employs more than 331,000 people. In addition, Walgreens Boots Alliance is one of the world’s largest purchasers of prescription drugs and many other health and well-being products.

The Company’s operations are conducted through three reportable segments: U.S. Retail Pharmacy, International, and U.S. Healthcare.

#### Scope

This report provides detailed information about the Company’s Environmental, Social and Governance (“ESG”) initiatives and related key performance indicators. In the creation of this document, the Company used multiple internationally recognized standard ESG frameworks and other non-standard reporting guidance from industry frameworks. The Company also developed its own standard definitions for reporting its performance data and KPIs. See Use of multiple frameworks section below for further information.

This ESG Report has been prepared based on a fiscal reporting year that is the same as the Company’s financial reporting period September 1, 2022 to August 31, 2023.

The Company’s external financial performance report includes all subsidiaries in which the Company holds a controlling interest. The main differences between the Company’s external financial performance report and this ESG report, are as follows:

**Business acquisitions<sup>1</sup>** - Businesses acquired during the reporting year are excluded from the current year ESG reporting scope. The complete dataset is reported once data for a full year are available;

**Divestments** - Businesses that are no longer subsidiaries of the Company at the fiscal year end due to divestment in the reporting year are excluded from current year ESG reporting scope;

**Equity method investments** - Equity method investments are excluded from the Company’s ESG reporting scope;

**Franchise operations** – Franchise operations run by third parties where a WBA business is the franchisor are excluded from the Company’s external ESG reporting scope.;

**Outsourced activities** – Outsourced activities are excluded from the ESG reporting scope, except where the outsourcer’s activities are dedicated to the Company’s business and where the associated impacts may be significant to our ESG performance. For example, third-party product deliveries made exclusively for WBA. The Company’s Code of Conduct and Business Ethics set out the principles for dealing with, and the requirements for, suppliers.

Greenhouse Gas (GHG) emissions have been reported for those entities for which the Company has financial control, as defined by the GHG Protocol. GHG emissions pertaining to the organizational and operational boundaries have been reported for global operations for owned, managed and leased locations including retail stores, specialty pharmacies, retail distribution centers, micro-fulfillment centers, prescription mail service facilities, pharmaceutical distribution centers, healthcare clinics and principal office facilities.

On June 1, 2021 the Company completed the sale of the majority of the Company’s Alliance Healthcare business as well as a portion of the Company’s retail pharmacy international businesses in Europe (“discontinued operation”) to Cencora, Inc. Unless otherwise specified, disclosures in this report reflect continuing operations only.

<sup>1</sup>On January 3, 2023, VillageMD, through its parent company completed the acquisition of WP CityMD TopCo (“Summit Health-CityMD”). In line with the Company’s policy of excluding Community, Workplace, and Marketplace reporting for businesses acquired in the first fiscal year following the year of acquisition, Summit Health-CityMD’s data has not been included in the reported results. The ESG Report contains Workplace data only for this entity.

### Use of multiple frameworks

The Company's ESG report covers material topics identified through a materiality assessment conducted in fiscal 2021. The Company follows the GRI definition of materiality, which is different to the definition used for filings with the SEC. Issues deemed material for purposes of this report may not be considered material for SEC reporting purposes.

The Company has used both standard and non-standard frameworks in its reporting process.

#### *Standard frameworks*

The Company utilizes the following frameworks for metrics other than emissions reporting:

- Global Reporting Initiative (GRI)
- Sustainability Accounting Standards Board (SASB), maintained by the International Sustainability Standards Board (ISSB);
- UN Global Compact commitments; and
- Taskforce for Climate-related Financial Disclosures (TCFD).

For emissions reporting, specifically Scope 1 and 2 GHG emissions, the information has been prepared in accordance with the World Resources Institute/World Business Council for Sustainable Development Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard, Revised Edition (the GHG Protocol). As described in the GHG Protocol: Corporate Standard, GHG emissions reported under Scope 3 GHG emissions are optional for reporting. The Company is reporting on two of the fifteen Scope 3 categories: Business travel and the portion of downstream transportation and distribution. Collectively, the Corporate Accounting and Reporting Standard, Revised Edition and Corporate Value Chain (Scope 3), Accounting and Reporting Standard are referred to as the GHG Protocol in this document.

#### *Non-standard frameworks*

For select metrics and KPIs, WBA developed its own standard definitions for reporting its performance data and KPIs (Refer Part II).

### Reporting of metrics and data

WBA has a company-wide approach to recording, measuring and reporting ESG performance, including a set of reporting criteria and a set of ESG measures and performance indicators. WBA utilizes documented definitions and procedures related to ESG data and metrics to ensure completeness and consistency. These procedures provide for the use of estimation and extrapolation techniques in instances in which data is not practicable to source. The Company reviews definitions and procedures on an annual basis.

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

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.

## PART II - DEFINITIONS OF WBA ESG PERFORMANCE METRICS

WBA reports ESG performance data in total and for certain metrics by segment, consistent with its financial reporting. The Company captures, analyzes and reports data at a detailed level to provide a clear understanding of contributing factors to ESG performance. WBA's framework of ESG priorities covers the following key areas:

<b>Healthy Communities</b>	<p>Contributions are analyzed as follows:</p> <ul style="list-style-type: none"> <li>• Cash (charitable and other donations) and non-cash (employee time, in-kind donations and management costs)</li> <li>• Focus of the organizations contributed to: health, social welfare, education, other (for example, relating to arts, culture, emergency relief, economic development)</li> <li>• Employee time (volunteer hours): Please note employee time relates to volunteering hours during paid working time only</li> </ul>
<b>Healthy Planet</b>	<p>The three significant sources of CO<sub>2</sub>e emissions are energy, product delivery and business travel. Emissions are analyzed as follows:</p> <ul style="list-style-type: none"> <li>• Total emissions by source (energy, product delivery and business travel)</li> <li>• Scope (Scopes 1, 2 and 3)</li> <li>• Emissions from energy by type: electricity (direct and indirect), gas (indirect), and other (combined heat and power, oil and liquefied petroleum gas)</li> <li>• Emissions from business travel, by type: road, air and rail</li> <li>• In addition to the above analysis, the Company also discloses the metric, CO<sub>2</sub>e emissions from business travel per 1,000 employees.</li> </ul> <p>Waste is analyzed as follows:</p> <ul style="list-style-type: none"> <li>• By method of disposal: landfill, incinerated, reused (U.S. Retail Pharmacy only), and recycled (includes materials recovered via incineration with heat recovery)</li> <li>• By content: hazardous and non-hazardous</li> </ul>
<b>Healthy and Inclusive Workplace</b>	<ul style="list-style-type: none"> <li>• Employee Turnover</li> <li>• Diversity of employees (including age group, gender, and leadership level for WBA; race and ethnicity for U.S. Retail Pharmacy and U.S. Healthcare; and gender and race and ethnicity for U.S. pharmacists)</li> <li>• Employee category (manager, non-manager and Senior Director and above)</li> <li>• Employment Type (permanent, temporary, full-time, part time)</li> <li>• Percentage of employees under a collective bargaining agreement</li> </ul>
<b>Sustainable Marketplace</b>	<ul style="list-style-type: none"> <li>• Palm Oil</li> <li>• Packaging Materials in owned brand products</li> </ul>

## 1. HEALTHY COMMUNITIES

### Cash donations

- **Charitable cash donation:** Cash donated directly by the Company in support of community projects to organizations officially created or legally registered for charitable purposes. Donations from employees, customers and suppliers are not included.
- **Other cash donation:** Cash donated directly by the Company in support of community projects to organizations other than those officially created or legally registered for charitable purposes. Donations from employees, customers and suppliers are not included.

### Non-cash donations

- **Employee time:** Defined as the value of time employees have volunteered to spend on community projects and social welfare programs during paid working time. Employee time is valued at an average staff salary rate and includes employer's employment taxes, healthcare, social security and Medicare contributions, pension contributions and employer matching 401K contributions.
- **In-kind donations:** These are products, equipment, the use of premises or other non-cash items donated to community programs. They include product donations, generally valued at their cost price, gift vouchers and the provision of space at vacant properties to charitable organizations. Also captured is advertising space in Company magazines (e.g. Boots Health & Beauty magazine) that benefits both the charity and the business. Fifty percent of the advertising costs are included, in line with the Business for Societal Impact (B4SI) global standard.
- **Management costs:** These are defined as the value of costs incurred planning and managing community projects and social welfare programs and consist of direct expenditure as well as an allocation of relevant overhead and expenses.

### Geographic Areas impacted by the Company's donations

- **Local:** A local organization is defined as an organization whose work does not meet the definition of national or international organization.
- **National:** A national organization is defined as an organization whose work is focusing on the entire country. For US purposes the entire country is defined as the sizeable majority (more than 75 percent) of the states.
- **International:** An international organization is defined as an organization whose work is focusing on more than one country.

### Organizations supported by the Company's contributions

- Health projects include donations made to not-for-profit hospitals, health organizations and other health-related activities.
- Social welfare projects include donations made to organizations focused on issues such as homelessness, legal support, domestic violence, the elderly and people with disabilities.
- Education projects include donations made to schools, colleges, universities or other projects or organizations that promote education, training or development programs.
- Other projects include donations made to organizations or activities not covered by categories above, such as the arts, culture, emergency relief and economic development.

### Access to Affordable and Quality Healthcare

- Number of new in-store health service locations that increase access
- Number of collaborations with healthcare service providers covered on the Walgreens app through Walgreens Find Care

### Consumer Health Education and Marketing

- Number of consumers who participate in health education initiatives through clicks on healthcare focused topics on Walgreens.com

### Opioid Abuse Prevention

- Number of Naloxone kits dispensed
- Total number of take home safe medication disposal kits sent from distribution centers to stores for customer distribution

## 2. HEALTHY PLANET

### 2.1 Waste

Waste reporting is typically reliant on data provided by waste contractors within a country. Normally, waste data measurement is based on metric tonnage as provided by third-party contractors. For sites where the third party's contract is based on an agreed standard metric tonnage per volume collected, the rate applicable for the year is used as the basis of calculation. For sites where contractor data is unavailable (for example, stores within shopping centers where the Company's business does not manage the waste contract), estimates are used based on actual data from a store or warehouse of an equivalent size.

- Total waste generated is defined as sum of Hazardous and Non-Hazardous waste sent to Landfill, Incineration with and without Heat Recovery, Reuse (for the U.S. Retail Pharmacy segment only), and Recycled.
- Waste sent to landfill is defined as waste produced by WBA operations and sent to landfill for disposal.
- Waste sent to incineration is defined as waste produced by WBA operations and sent to incineration, without heat recovery, for disposal.
- Materials recovered via incineration are defined as waste produced by WBA operations and sent to incineration via a contractor where energy recovered from the process is used to generate electricity or heat.
- Materials recycled are defined as waste produced by WBA operations and sent off-site for recycling.
  - Reuse is defined as products or components of products that have become waste are prepared to be put to use for the same purpose for which they were conceived
- Hazardous waste as defined by local applicable legislation at the point of generation
- Non-hazardous waste as defined by local applicable legislation at the point of generation

#### Key performance indicators - waste

1. Hazardous waste as % of total waste
2. Waste recycled as % of total waste generated
3. Total waste generated per \$ sales (tonnes per \$million sales)

## 2.2 Carbon emissions

Total CO<sub>2</sub>e emitted (in metric tonnes) is calculated using activity data (e.g. amount of fuel used) and applying relevant conversion factors following the Greenhouse Gas (GHG) Protocol recommendation and using the most accurate calculation approach available. To reach the most accurate emissions estimations, the latest available specific locally sourced factors are applied, where reasonable.

#### Key performance indicators - emissions

1. Electricity - green tariff as % of total used (based on kWh)
2. CO<sub>2</sub> emissions from business travel, per 1,000 employees
3. CO<sub>2</sub> tonnes from product delivery per \$million sales

### 2.2.1 Conversion factors

- For standard tariff electricity, country specific CO<sub>2</sub>e conversion factors published by the International Energy Agency (IEA) are used, apart from WBA's largest territories, the U.S. and the UK. U.S. data are converted using Environmental Protection Agency (EPA) Emissions & General Resource Integrated Database (eGRID) specific CO<sub>2</sub>e factors that take into consideration where the electricity was produced within the country. UK data are converted using the UK Department for Environment, Food & Rural Affairs (DEFRA) CO<sub>2</sub>e factors.
- For all other metrics, conversion factors are applied based on business location. The U.S. Retail Pharmacy follows the U.S. Environmental Protection Agency (EPA) published factors. The International Segment follows DEFRA published factors. Note: where CO<sub>2</sub>e factors are not available, CO<sub>2</sub> factors are applied as a proxy.
- Conversion factors are updated annually to reflect the factors published by the IAE, EPA and DEFRA that are in effect as of 31 August of the reporting year.

### 2.2.2 Energy

- Electricity - The calculation of CO<sub>2</sub>e from electricity is based on the following factors:
  - Standard tariff - Consumption data are converted using the relevant conversion factors as described above. Where data on electricity consumed are not available, an estimate is made based on annual expenditure on electricity. Estimates are based on stores or properties of an equivalent size.
  - Green tariff - This is country specific and entered individually by the business. Generally, in cases where the standard tariff is already subsidized, this is accounted for using the grid average conversion factor.
  - Onsite Combined Heat and Power ("CHP") plant - This is specific to the Company's onsite energy plant in Beeston, Nottingham, UK and based on a calculation defined by the GHG Protocol that uses actual electricity and heat output figures.
  - Gas and other - Consumption data are converted using the relevant conversion factors as described above. Where data on actual consumption (in mWh) are unavailable, an estimate is made based on annual expenditure.

### 2.2.3 Outbound product delivery

This covers the resulting CO<sub>2</sub>e emissions from delivery of products to stores and to customers. This includes deliveries by own-fleet vehicles and for operations outsourced to third parties where deliveries are made exclusively for WBA businesses and backhaul deliveries for other companies. This excludes deliveries from third-party suppliers to Company warehouses, cross-dock centers or direct to stores. The amount of CO<sub>2</sub>e emitted is calculated using activity data and applying the relevant conversion factors as described above.

- Own-fleet vehicles (including leased vehicles) - kilometers traveled:
  - Drivers with fuel cards - fuel consumed captured by third-party fuel billing
- Drivers without fuel cards - distance captured
- Third-party vehicles - where the delivery is made exclusively for a WBA business, captured by either third-party kilometer data or third-party liters of fuel used.

### 2.2.4 Business travel

The amount of CO<sub>2</sub>e emitted from travel undertaken by employees for work or business purposes is calculated using activity data and converted to emissions applying relevant conversion factors as described in section 2.2.1.

- Road travel – car travel undertaken by employees for business purposes
  - Employees with fuel cards - captured by third-party fuel billing
  - Employees without fuel cards - captured by Company expense systems, using kilometers travelled
- Air travel – calculated using third-party (e.g. travel service provider) data on kilometers travelled other than for non-commercial flights, which are calculated using third-party data on fuel consumed
  - Long haul – number of passenger kilometers traveled for long haul flights (over 3,700 kilometers)
  - Short haul – number of passenger kilometers traveled for short haul flights (under 3,700 kilometers)
- Rail travel - calculated using third-party (e.g. travel service provider) kilometer data

### 2.2.5 Carbon emissions by scope

The amount of total CO<sub>2</sub>e emitted from energy, product delivery and business travel categorized into scopes as defined by the GHG Protocol.

- Scope 1: Direct GHG emissions occurring from sources that are owned or controlled by the Company are emissions from self-generated electricity and self-generated heat or steam; and, from combustion of natural gas and oils in owned or controlled boilers and furnaces, owned vehicles used for product delivery and owned cars or aircraft used for business travel. Fugitive emissions resulting from the use of refrigeration and air conditioning equipment are not included as the Company evaluates their effects on its operations.
- Scope 2: Indirect GHG emissions are emissions from the generation of purchased electricity, purchased heat or purchased steam consumed.
- Scope 3: Indirect GHG emissions that are a consequence of the activities of the Company but occur from sources not owned or controlled by the Company. WBA currently reports on business travel and the portion of downstream transportation and distribution, which are the most relevant sources of emissions. These are emissions from third-party product delivery and business travel undertaken by vehicles (cars, aircraft or trains) not owned by the Company.

## 3. HEALTHY AND INCLUSIVE WORKPLACE

Employee: An employee is a person employed by WBA on a full- or part-time basis, for an indefinite or fixed term.

### Employee Turnover

- Voluntary Turnover: Employees who have left the Company voluntarily (not transfers) as a percent of the average active and leave headcount of employees for the reporting period. The reporting period is based on the prior 12 months. Interns, as identified by job title, are excluded from turnover.
- Involuntary Turnover: Employees who have left the Company (not transfers) as a percent of the average, active and leave headcount of employees for the reporting period. The reporting period is the same as above. Some reasons that are not included in turnover, which coincides with industry standards for defining turnover are the following: Permanent reduction in force, Employee death, Store or department closures.

### Employees by gender

- Men: total number of employees who identify themselves as male.
- Women: total number of employees who identify themselves as female.
- Undisclosed: total number of employees who have not disclosed their gender.

#### Employees by age group

- Employees under 30 years old: the number of employees who are younger than 30 years old at period end.
- Employees between 30 – 50 years old: the number of employees who are between 30 and 50 years old at period end including 30 and 50 year old employees.
- Employees over 50 years old: the number of employees who are older than 50 years old at period end.

#### Employee category

- Manager employees: the number of employees who have at least one direct report. This definition is a subset of the manager population included in U.S. regulatory reporting.
- Non-manager employees: the number of employees who do not have any direct reports.
- Senior Director and above: limited to the U.S. Retail pharmacy segment and U.S. Healthcare segment only.

#### Employment Type

- Permanent: An employee employed on an indefinite basis or for an indeterminate period of time.
- Temporary: An employee employed on a fixed term or temporary contract.
- Full-time: Employees working more than 30 hours per week.
- Part-time: Employees working less than 30 hours per week.

#### Collective bargaining

- Employees under a collective bargaining agreement: the number of employees who are part of a collective bargaining agreement. Collective bargaining is defined as negotiation of wages and other conditions of employment by an organized body of employees.

#### Race, ethnicity of U.S. Retail Pharmacy and U.S. Healthcare employees

- People of color: the number of employees who identify themselves as belonging to an ethnic or racial minority.

## 4. SUSTAINABLE MARKETPLACE

Palm Oil: The percentage of Palm Oil in Boots UK and No7 Beauty Company certified using the following methods

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

Packaging Materials in owned brand products: The metric tonnes of materials used in owned brand primary, secondary and tertiary packaging

- Metal
- Glass
- Wood/Pulp/Paper (excluding pallets)
- Plastic

# 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 Annual Report and subsequent SEC filings for a discussion of risk factors as they relate to forward-looking statements.

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## 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 August 31, 2023. The most significant rates are 1.38 U.S. dollar per British pound sterling and 1.18 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.

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