

At the Heart of Health

Corporate Social Responsibility Report Highlights 2020



OUR RESPONSE TO COVID-19

Our businesses stayed open on the front lines to provide medications and essential healthcare services and consumer goods.



OUR RESPONSE TO THE RACIAL EQUITY MOVEMENT

We listened to our customers and valued employees and continue to expand our offerings to address health disparities and work to increase diversity in our leadership ranks.

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

Walgreens Boots Alliance (WBA) is proud to be a force for good through our contributions to healthy communities, a healthy planet, a sustainable marketplace and an inclusive workplace. We leverage our more than 100 years of trusted healthcare heritage and innovation to fulfill our purpose: to help people across the world lead healthier and happier lives. We partner with an array of organizations to maximize our positive impact and our influence for good.

A crucial role during the pandemic

Patients, consumers and businesses depend on us for medications, expert information and care, essential items purchased and delivered in a safe environment and for COVID-19 testing and vaccinations. The global health crisis has underscored our healthcare-centered approach to sustainability.

A business imperative to operate sustainably

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

WBA's Corporate Social Responsibility (CSR) initiatives are grouped into four areas: Healthy Communities, Healthy Planet, Sustainable Marketplace and Healthy and Inclusive Workplace. You can read about 2020 highlights from each of these areas on page 2.

We invite you to visit our website to learn more about our CSR progress and initiatives and to view our 2020 CSR Report:

www.walgreensbootsalliance.com/2020csrreport





Healthy
Communities

We strive to be a responsible neighbor in the communities we serve around the world. As of Aug. 31, 2020 we have:

Safely disposed of more than **1,400 tons** (1,270 metric tonnes) of medication to address the opioid crisis



Helped provide life-changing vitamins to **250 million** children and women in more than 70 countries through partnership with Vitamin Angels



Raised **£19 MILLION** (\$28.5 million) for Macmillan Cancer Support, thanks to employees and customers



Walgreens won the U.S. Chamber of Commerce Foundation 2020 Citizens Award for the Get a Shot. Give a Shot. program, which has helped provide **60 million** vaccines to children in developing countries



Healthy
Planet

We are determined to protect the environment and do our part to ensure it flourishes for future generations. In fiscal 2020:



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



Our carbon footprint **↓8%** year-over-year

WBA joined the **Dow Jones Sustainability North America Index** and the **United Nations Global Compact**

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



Sustainable
Marketplace

We aim to do business fairly and with integrity and to provide transparency around ingredients and packaging. Recent achievements:



Launched the **BBC Earth sustainable gift line**

Removed more than **270 metric tonnes** of plastic from Boots UK 2019 holiday gift product lines

40% physically certified palm oil reached on Boots UK owned brands and Global Brands (including use of credits, 100% is certified)



Cruelty Free International Leaping Bunny certification for Botanics skincare brand



Healthy
and Inclusive
Workplace

We strive to treat our people with dignity and respect and to support the health and safety of our employees and our customers. Recent progress:



Walgreens earned top scores of **100%** on the Disability Equality Index and the Corporate Equality Index on LGBTQ workplace equality

Walgreens has hired **470** veterans through the Helping Veterans with Educational and Retail Opportunities (HERO) program, established in November 2018



WBA adopted new goals for **increasing leadership diversity** and tied a portion of incentives to performance on those goals

