

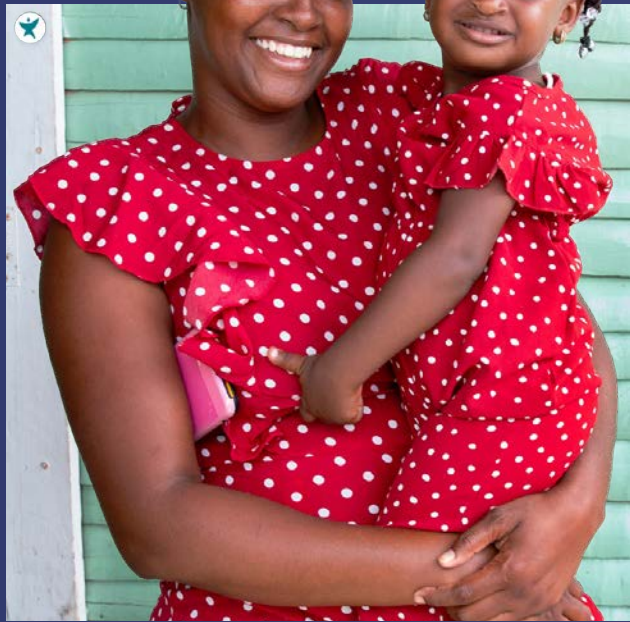
Enabling Healthy Futures

Environmental, Social
and Governance

Impact
Report
2024



Walgreens Boots Alliance





In This Report

WBA publishes its Environmental, Social and Governance (ESG) Report in two documents. The ESG Technical Report and ESG Impact Report. This approach provides more comprehensive sustainability disclosure and deeper insights into our progress for our audiences.



To download the WBA ESG Technical Report please visit <https://www.walgreensbootsalliance.com/sites/www/files/2025-01/Technical-Report-2024.pdf>

Walgreens Boots Alliance, Inc. (Walgreens Boots Alliance” or “WBA” or the “Company”), is an integrated healthcare, pharmacy and retail leader.

References in this Environmental, Social and Governance (ESG) Impact Report 2024 (ESG Impact Report 2024) 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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Introduction from our ESG Committee Chair



Creating a positive impact



Compiling this report involves the commitment of many individuals working closely together, and once again, I would like to convey my gratitude to all our partners and team members that make it possible.”

On behalf of Walgreens Boots Alliance, I am delighted to share “Enabling Healthy Futures,” our Environmental, Social & Governance Report for our 2024 fiscal year.

This year, we publish our tenth WBA ESG Report and I cannot believe that 10 years have gone by already especially as I reflect on the world today compared to when we published our first Report. In this decade we have lived through unprecedented political, social, technological and, of course, healthcare change and we find ourselves in a world less stable and on the verge of an AI revolution. Throughout this time, we have never lost focus on the things that matter to our people, our customers, or our partners and, once again, as you read through the contents of our Report, I hope you will feel our commitment remains as strong today as it has always been.

Last year, we titled our report Enabling Healthy Communities, and it enabled us to engage with our partners and team members, and to acknowledge our progress in a new and more focused way. We discussed themes such as climate change, the fight against cancer, and the state of play of healthcare in communities with an eye on what will happen, and how we will continue to make a positive impact.



Introduction from our ESG Committee Chair continued

This year, we wanted to build on this momentum and the continued progress we are making towards building a stronger and healthier world. Healthcare has always been central to our ESG approach, and I believe it has never been more vital for companies like Walgreens Boots Alliance to stand up for the future we want to see. I am always inspired by the way our team members strive to fulfil our strategic imperative of being first choice for retail pharmacy and health services in local communities. In doing so, we overcome hurdles together, for a healthier and more inclusive world.

We cannot bring this vision to life alone, and the relationships that we have built with our partners over the course of these past 10 years have been among the most important contributors in realizing our achievements. We are all thankful and extremely grateful for their support and collaboration over this time.



As you read through the contents of our Report, I hope you will feel our commitment remains as strong today as it has always been."

In doing so, keeping our team members, customers, the sustainability community, investors, and our valued partners engaged in our progress is an utmost priority, and we are mindful that they all require different levels of information. We have always striven to make our data and stories more accessible to everyone, enabling us to get closer to important disclosure themes.

To achieve this, we structure our work around four pillars of Healthy Communities, Healthy and Inclusive Workplace, Sustainable Marketplace, and Healthy Planet. In each of them I see the passion, commitment, and expertise that our incredible team members invest. To me, the report is a celebration of our people and their great work.

As a trained pharmacist, perhaps I am biased, but it would be remiss of me not to mention NHS Pharmacy First and the role Boots pharmacies are playing in the evolution of the UK's National Health Service. This kind of private-public partnership is exactly where we are best placed to support not only our valued patients and consumers, but also the healthcare systems that are often under pressure in the countries where we are present.

In an ever-challenging retail environment, the safety of our team members is at the top of our list. At the same time, we remain committed to training and development for team members at all levels, as well as the future generation who will work for us.

Every year I make it a priority to express my gratitude to the many partners who we work with to magnify our commitment to healthier lives. We continue to invest in cash and in kind to partnerships in all our markets and over the past 10 years this sum has now reached more than \$400 million. I invite you to join me and read about the advances we have made together in our Healthy Communities section of the report.

Having opened access around the world to the health and wellness innovation of our owned brands, I am satisfied that we now have the recognition of more credible third parties to our commitment to science, innovation and delivering authentic products and services that our consumers trust. Liz Earle was recognized by B Corp and in April 2024 Boots own-brand cosmetics and personal care range had the biggest range of Leaping Bunny approved beauty products on the UK high street. Meanwhile Walgreens in the US is developing new beauty products with sustainability in mind.

Finally, we step ever closer to 2030 and achieving our global goals for the planet and the global transition to a low carbon future. We are making progress every day across our stores by implementing initiatives that are making a difference, reducing our overall footprint. From LED lighting initiatives to electric fleet vehicles, we know that this needs to be a constant and concerted effort to deliver on our promises.

Compiling this report involves the commitment of many individuals working closely together and, once again, I would like to convey my gratitude to all our partners and team members that make it possible. I also thank the Board and Executive Committee who continue to power our journey.

Ornella Barra

Chief Operating Officer, International and Chair of the ESG Committee



At a Glance

WBA is an integrated healthcare, pharmacy and retail leader with over 175-years of heritage¹ caring for customers and patients. WBA plays a critical role in the healthcare ecosystem with approximately 12,500 locations across the United States, Europe and Latin America. Our purpose is to support better health and in pursuit of that, we are dispensing medicine, improving access to a wide range of health services and providing high-quality health and beauty products.

Overview



Headquartered in Deerfield, Illinois



Approximately 312,000 team members



A presence in eight countries

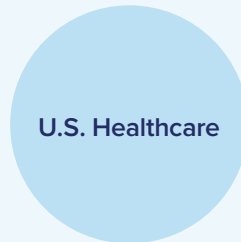


One manufacturing facility, 49 distribution centers, 11 micro-fulfillment centers, one prescription mail service facility, and 45 principal office facilities



Sales of \$147.7 billion in fiscal 2024

Operating segments



Retail and business brands



Product brands

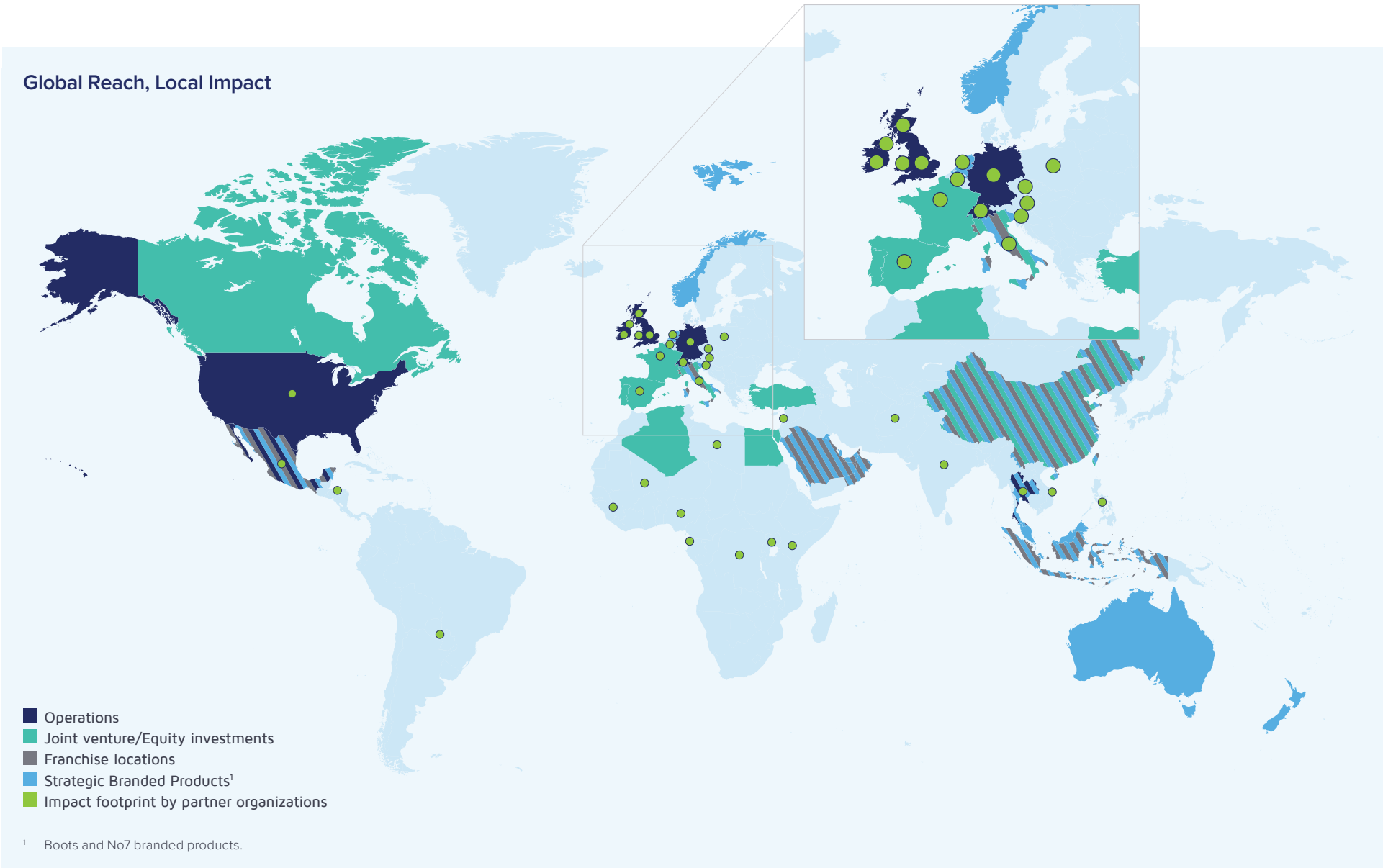
- Boots
- Boots Ingredients
- Botanics
- Festive Voice
- Free & Pure
- Liz Earle
- Natural Collection
- NICE!
- No7
- PetShoppe
- Sleek MakeUP
- Soap & Glory
- Soltan
- Tea Tree & Witch Hazel
- Walgreens

¹ Boots 1849, Walgreens 1901, Farmacias Benavides 1917 and Alliance Healthcare Deutschland 1835.



At a Glance continued

Global Reach, Local Impact





Our ESG Strategy

Healthcare is positioned at the center of our ESG framework, reflecting our operations and our ambition to enable healthy futures for our team members, patients and customers, the communities we serve and the planet.

All our ESG 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 team members, patients and customers safe. We also update our ESG programs to reflect the changing needs of global communities.

As demand for sustainable products continues to grow, we have also expanded goals across No7 Beauty Company and our 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.



i Our ESG Strategy is informed by consultations with a range of stakeholders. See the [ESG Technical Report 2024](#) for more information on how we engaged with them during the last reporting period.



Alignment to the United Nations Sustainable Development Goals (SDGs)

WBA is committed to contributing to the SDGs – 17 goals agreed by all UN member nations that make up an urgent call for action to participate in a shared blueprint for peace and prosperity for people and the planet. Our ESG Strategy helps support initiatives across all of the SDGs. Many of our material topics support more than one goal. By aligning to these goals, WBA is helping to drive responsible growth and contributing to a more equitable and resilient global economy. The below table outlines how our priority topics align with the SDGs.

Priority topic alignment to the United Nations SDGs

	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 Data Privacy and Security								●								●	●
2 Employee Health and Safety			●					●		●			●			●	●
3 Patient and Consumer Experience			●									●					●
4 Health Equity, Access and Affordability	●	●	●		●					●			●			●	●
5 Business Compliance and Ethical Conduct				●	●			●								●	●
6 Climate Change Resiliency			●				●	●			●	●	●	●			●
7 Diversity, Equity and Inclusion	●		●		●			●		●						●	●
8 Product Safety and Quality			●									●				●	●
9 Service Safety and Quality			●									●					●
10 Human Rights in the Supply Chain	●				●	●		●	●						●	●	●
11 Public Health Outcomes Improvement	●	●	●		●					●							●
12 Prescription Drug Abuse Prevention			●							●						●	●
13 Employee Wellbeing and Investment			●	●	●			●		●							●
14 Community Engagement and Partnerships	●	●	●	●	●		●	●		●	●	●	●	●	●	●	●
15 Sustainable Products/Packaging and Circular Economy						●		●	●			●	●	●	●		●
16 Sustainable Supply Chain						●		●	●			●	●				●
17 Innovation and Digitalization								●	●							●	●
18 Energy and Emissions							●	●					●				●
19 Responsible Waste Management and Reduction Within Our Operations			●			●						●	●	●	●		●
20 Corporate Governance				●	●			●								●	●
21 Product Labeling and Transparency												●	●	●	●	●	●
22 Engagement in Public Policy			●					●				●				●	●
23 Biodiversity and Healthy Ecosystems			●			●			●	●	●	●	●	●	●		●
24 Water Resources						●			●	●	●	●	●	●			●
25 Animal Welfare												●			●		●



Fiscal 2024 Impact Highlights

Healthy Communities



Communities thrive when they are full of healthy people. So, we help our patients and customers by increasing their access to health services and medications through partnerships, while also advocating for those in need of support.

\$409M¹



Given back to communities through monetary and in-kind donations, fundraising and volunteering in the last 10 years.

1.5M

Boots and No7 Beauty Company have donated over 1.5 million hygiene products to The Hygiene Bank since 2020, helping to support some of the **4.2 million adults** living in hygiene poverty in the UK.

¹ Includes monetary and in-kind donations.



In an 11-year partnership, Walgreens and Vitamin Angels have supplied essential vitamins to over **475 million** women and children, have expanded their U.S. prenatal program to 2,600 stores and achieved their goal of reaching **500,000** underserved pregnant women in the U.S. by the end of calendar year 2024.

9.2M+



In 2024, Walgreens and Boots helped bolster community flu protection by administering vaccines. Walgreens provided over **9.2 million vaccinations**, including 147,000 that were free through vouchers, while Boots administered over 1 million flu vaccinations including **610,000** free NHS vaccinations.



Boots UK raised **£981,000 (\$1,236,050)** for Macmillan Cancer Support, contributing to a total of **£22.6 million (\$28.5 million)** over 15 years, while providing extensive support through trained pharmacists, beauty advisors, and initiatives focused on early detection and patient care.

>10 years

Boots Thailand has supported the Baan Gerda charity for more than 10 years, raising over 1 million Thai baht (\$27,000) for the charity.



Boots Ireland was awarded the Chambers Ireland 2024 Sustainable Business Impact Award under the "Partnership with a Charity (Multinational Company)" category in relation to its partnership with the Irish Cancer Society.

300,000

Since launching in January 2024, the NHS Pharmacy First scheme at Boots UK has provided over **300,000 accessible healthcare consultations**.

Healthy and Inclusive Workplace



Our team members are essential to achieving our goal of enabling healthy futures for patients and customers in the communities we serve. We are dedicated to creating healthy, safe and inclusive workplaces for them.

>6,100



WBA team members have engaged with at least one of our business resource groups (BRGs), demonstrating the ongoing interest and commitment to fostering an inclusive workplace and supporting our business priorities.

Farmacias Benavides, for the second consecutive year, has been recognized as Top Employers/Súper Empresas by Expansion, a ranking of Mexico's best workplaces.



Walgreens scored **100%** on the 2024 Disability Equality Index and was named a "Best Place to Work for Disability Inclusion" for the eighth consecutive year.



Boots and The King's Trust celebrated five years of partnership with over **£3.3 million (>\$4.1 million)** raised for youth initiatives.



Boots and No7 Beauty Company won the 2024 People in Retail Justice, Equity, Diversity, and Inclusion (JEDI) Award for their impactful Inclusion in Action program.

Walgreens Safety Focused Stockroom program received prestigious awards from the National Safety Council and the Green Cross Award.



Boots and No7 Beauty Company received a Gold Award in the Stonewall Workplace Equality Index and entered the Top 100 Employers for the first time (No. 66).

>240

Boots UK and Boots Ireland have expanded their Mental Health First Aid training. To date, more than 240 Boots UK and Boots Ireland team members have completed this training.

Boots Ireland was awarded the Chambers Ireland 2024 Sustainable Business Impact Awards under the "Diversity, Equity and Inclusion (Multinational Company)" category.

1,240

Walgreen Benefit Fund provided aid to over **1,240** team members during its fiscal year ending April 30, 2024. While the Boots Benevolent Fund supported over **200** team members during its fiscal year ending Aug. 31, 2024.



Fiscal 2024 Impact Highlights continued

Sustainable Marketplace



We responsibly produce owned brand products, taking human and animal rights into account, and expect our suppliers to do the same. This commitment to quality ensures that WBA is meeting patients' and customers' expectations for sustainable production, packaging and contributions to a circular economy.

4,000+

U.S.-owned brand items carry a How2Recycle™ label and 2,600 of our UK-owned brand items carry an On-Pack Recycling Label (OPRL), promoting industry-wide recycling labeling solutions.



In April 2024, Boots own-brand was the biggest [Cruelty Free International Leaping Bunny](#) approved beauty range in the UK.



Sustainable Living at Boots online shopping tools now feature nearly **2,000 products** with key sustainability attributes of "Be More": Plastic Free, Recycled, Reuse Ready, Vegan and Cruelty Free.

100%

Walgreens has achieved 100% Roundtable for Sustainable Palm Oil (RSPO)-certified palm oil sourcing, utilizing both physical certification and credits.

88%

WBA achieved an 88% year over year increase in supplier participation in its online sustainability tool THESIS representing \$1.4 billion in cost of goods.

Boots and No7 Beauty Company have achieved **85%** RSPO-certified palm oil sourcing through physical certification and the remaining 15% through RSPO small holders' credits.

WBA launched the Net Zero Preparedness measurement system to better understand its owned brand suppliers' progress toward net zero emissions and collaborate with them to manage Scope 3 emissions.

\$544M

Walgreens continued to invest in diverse supplier representation within its supply chain with a total spend of \$544 million on diverse Tier 1 and directed Tier 1 suppliers in fiscal 2024.

Certified



Corporation

Liz Earle Beauty Co. Ltd became B Corporation (B Corp) certified, further underscoring the brand's ambition to positively impact all stakeholders – team members, communities, customers and our planet.

Healthy Planet



We are efficient with our resources and remain focused on meeting our reduction targets for emissions, waste and plastic, while expanding recycling initiatives.



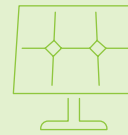
In fiscal 2024, WBA reduced Scope 1 and 2 carbon emissions by 6%, bringing its reduction to **29% of its 30% reduction goal** compared with its 2019 baseline.

15,000

Boots' PenCycle program, in partnership with Novo Nordisk, allows patients to return used insulin pens for recycling, diverting **85%** of each pen from landfills; approximately **15,000 items** were recycled in fiscal 2024.



Boots launched its first on-site solar PV array by partnering with a landlord as a model for future renewable energy projects.



68%

Walgreens expanded its localized shipping model in fiscal 2024, with **68%** of shipments now traveling less than **150 miles**.



Boots Ireland Recycle at Boots program, available in over 50 stores, won the PwC/Business Post Sustainable Business Award for Waste and Circular Economy Project of the Year.



800 stores

Recycle at Boots is now available in **800 stores** across the UK and has collected and recycled over **5 million products**, diverting 255 metric tonnes of plastic waste from landfill.





1



Healthy Communities



Our Impacts

Performance against target

Achieved in fiscal 2024:

WBA: Funded 100 million vaccinations for children in developing countries through “Get a Shot. Give a Shot.” and the United Nations Foundation.

Exceeded

Boots: Boots Ireland team members and customers have raised €538,000 (\$581,000) for the Irish Cancer Society Night Nursing Service.

Exceeded

Walgreens: Donated \$5 million free flu shot vouchers in the U.S. by the end of 2024 from 2019. In fiscal 2024, distributed vouchers to 147,000 individuals worth \$2.3 million, totaling **\$10.9 million** since 2019.

Exceeded

Walgreens: Raised nearly **\$42 million** for Susan G. Komen and The Leukemia & Lymphoma Society (LLS) over five years, exceeding the \$25 million goal.

Exceeded



Walgreens: Partner with Vitamin Angels to “DOUBLE OUR IMPACT” by reaching 500,000 pregnant women in the U.S. by the end of 2024.

Achieved

Boots: Support Our Future Health with 500,000 appointments since July 2022. Now available across 119 participating stores, with expansion to 125 stores by the end of calendar year 2024.

On track

Boots: Recruit 750,000 volunteers for Our Future Health partnership by December 2025, underscoring the business’ commitment to advancing public health research.

On track

By fiscal 2026:

WBA: Reached over 475 million women and children globally through vitamin programs with a goal to reach 500 million women and children through Vitamin Angels by August 31, 2025.

On track

Additional fiscal 2024 performance highlights

Boots: Boots Thailand raised over 1 million Thai baht (\$27,000) for Baan Gerda, supporting children with HIV.

Boots: Boots Ireland raised €164,000 (\$177,000) for the Irish Cancer Society’s Daffodil Day in fiscal 2024, contributing to a total annual fundraising amount of €538,000 (\$581,000) – a 50% increase based on the year prior.

Walgreens: 59 million visitors accessed the Walgreens Find Care platform in fiscal 2024, connecting with healthcare providers across 22 categories via 56+ partners.

Boots: 300,000+ people accessed care for minor ailments through the NHS Pharmacy First initiative in the UK, reducing GP visits.

Farmacias Benavides: Raised more than 9 million Mexican pesos (>\$517,000) for Fundación Alma since the start of the partnership.

Walgreens: 44% of clinical trial participants identified as racially or ethnically diverse, surpassing FDA benchmarks.

Walgreens: 6 million pounds of unwanted medication safely disposed of through Walgreens’ safe medication disposal kiosks since 2016.

Boots UK and No7 Beauty Company: Their 15-year award-winning partnership with Macmillan Cancer Support has raised over £22.6 million (>\$28 million). Boots supports people living with cancer through the dedication of 2,320 Boots Macmillan Information Pharmacists and 660 Boots Macmillan Beauty Advisors, who conducted around 57,000 and 27,000 in-store consultations, respectively, in fiscal 2024.

Boots and No7 Beauty Company: Since 2020, have donated 1.5 million products to combat hygiene poverty through our partnership with The Hygiene Bank. In 2024, our “Brush with Boots” campaign, in collaboration with Colgate and The Hygiene Bank, donated 175,000 dental products to children as part of a back-to-school initiative.



Introduction

Creating Healthy Futures



We understand that our global impact starts with a local approach. That is why we are dedicated to meeting the specific needs of each community we serve, working alongside our partners to address health disparities and expand access to care.”

Beth Leonard
Senior Vice President and
Chief Corporate Affairs Officer

We believe communities thrive when they are full of healthy people. We help our patients and customers by increasing their access to health services and medications through partnerships, while also advocating for those in need of support.

Access to Affordable Healthcare



Community Engagement and Partnerships



Our Healthy Communities impacts in relation to the United Nations SDGs:





Access to Affordable Healthcare

Expanding access to care

As one of the world's largest providers of pharmacy and other healthcare services, we leverage our deep understanding of community needs to drive meaningful improvements in healthcare access and affordability.

The Company has three areas of focus by which we support accessible care for communities:



– **Access:**

78% of Americans live within 5 miles of a Walgreens or Duane Reade retail pharmacy. For those who do not, Walgreens and Duane Reade host clinics, distributing thousands of vaccines and other services.



– **Partnerships:**

To reach those who need the most help, we cannot work alone. In fiscal 2024, Walgreens hosted over 1,500 health equity clinics to address vaccine hesitancy and provide vaccines – working with community organizers from faith-based organizations to major companies. In total, the business hosted over 7,000 offsite clinics. These events and partnerships have been instrumental in breaking down barriers and providing the tools needed to engage communities and overcome obstacles to care.



– **Education and information:**

Walgreens is committed to providing communities with access to the information necessary to promote good health outcomes. Because pharmacy team members live and participate in communities, they are seen as a credible source of information.



Access to Affordable Healthcare continued

As the largest pharmacy in the UK, Boots also plays a crucial role in addressing health equity and creating greater access to health services. Boots is uniquely positioned due to its extensive network of pharmacies, with 82% of the UK population within 10 minutes of a Boots location. The company has expanded its workforce to include phlebotomists and nurses, enhancing its ability to provide diverse healthcare services. Additionally, 61% of Boots pharmacies are located in areas of high deprivation, allowing them to reach underrepresented populations.

To help address health inequity, Boots established the Health Equity Stakeholder Group in calendar year 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 communications are written through the lens of promoting equity in education programs and services.



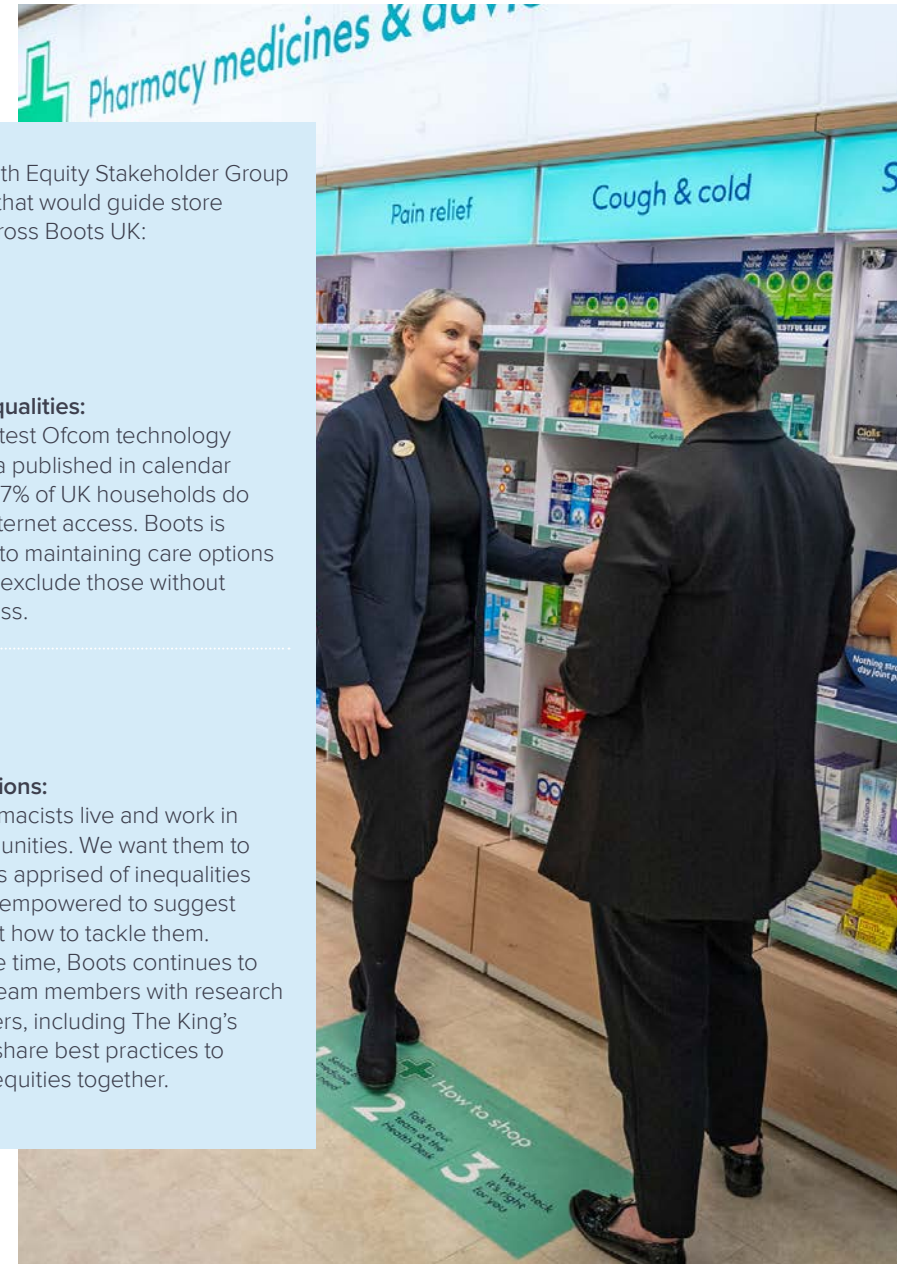
- **Digital inequalities:** As of the latest Ofcom technology tracker data published in calendar year 2023, 7% of UK households do not have internet access. Boots is committed to maintaining care options that do not exclude those without digital access.



- **Racial and ethnic health inequalities:** Recognizing the disparities in access to healthcare among Black, Asian and minority ethnic communities in the UK and working to achieve parity.



- **Local solutions:** Boots pharmacists live and work in local communities. We want them to keep others apprised of inequalities and to feel empowered to suggest ideas about how to tackle them. At the same time, Boots continues to empower team members with research from partners, including The King's Fund, and share best practices to address inequities together.



 **82%**

of the UK population within 10 minutes of a Boots location.



Access to Affordable Healthcare continued

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

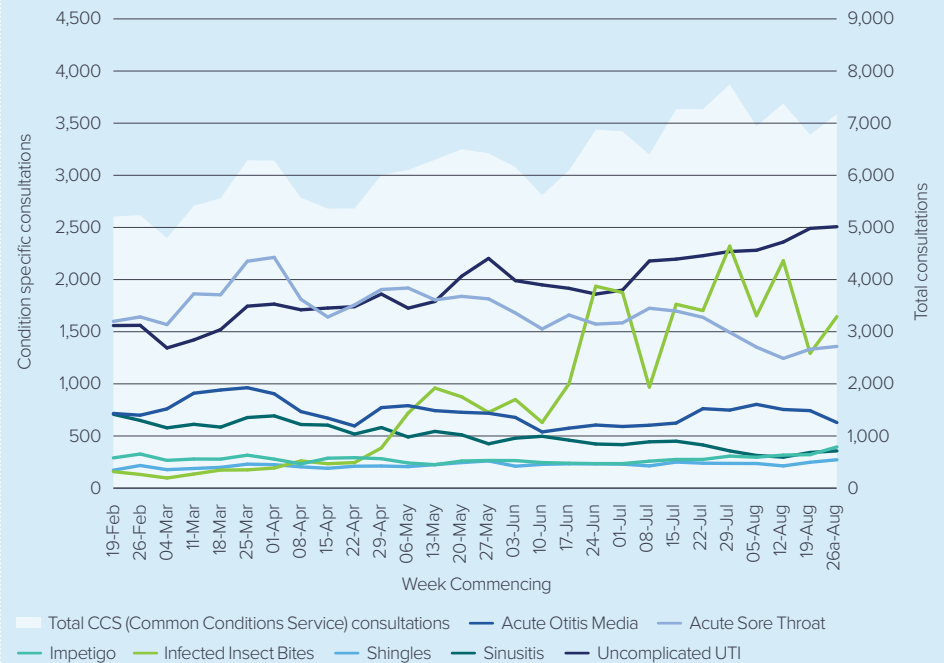
Similarly, in fiscal 2023, Walgreens launched the Health Equity Champions Network. Health Equity Champions connect team members and customers to the work Walgreens does in health equity and serve as a point of contact for health equity work in their region.

Pharmacy First

In January 2024, Boots UK launched the NHS Pharmacy First scheme in England, an NHS initiative designed to offer professional healthcare advice and treatment for seven common illnesses through local community pharmacies. These include sinusitis, sore throat, earache, infected insect bites and stings, impetigo, shingles and uncomplicated urinary tract infections. Similar minor ailment services have been offered in Boots pharmacies in Scotland, Northern Ireland and Wales for a number of years.

Since its launch, the Pharmacy First initiative has enabled 300,000 people to access care for minor ailments that previously required a GP visit, significantly improving healthcare accessibility while reducing costs for the healthcare system. Available in most stores across England, the service offers the convenience of consultations with dedicated pharmacists in private consultation rooms, making it easier and more efficient to address the health concerns covered by the service.

Number of consultations by condition (Boots)



 **300,000**
number of people accessing Pharmacy First Initiative.

The Pharmacy First Initiative has enabled people to access care for minor ailments that previously required a GP visit.



Access to Affordable Healthcare continued

Leveraging technology for healthcare access

Digital healthcare access (WBA)

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 COVID-19 pandemic, we have expanded several tools to deliver care to our communities.

Digital healthcare access programs Mobile apps (Boots and Walgreens)

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 (Boots)

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 allows patients 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.

Health Hub (Boots)

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, an online doctor app.

Free online NHS repeat prescription service (Boots)

The Boots free online repeat prescription service allows patients to order their repeat prescription items online. Boots will send the request to the 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.

Patient Care Portal (Walgreens)

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.

Advanced Care Program (Walgreens)

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)

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.

Find Care (Walgreens)

An online tool that connects customers to doctors, therapists, dermatologists and other health care providers in minutes. The Find Care platform provides customers access to care in over 22 categories delivered by 56 partners engaged in local, virtual and asynchronous care. In fiscal 2024, there were over 59 million visitors to the site.

New to Therapy (Walgreens)

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, 2024, nearly 45 million patients were enrolled in the pharmacy's 90-day refills program, making medication access more convenient.

Save a Trip Refills (Walgreens)

Allows customers' to align multiple prescriptions to one date, saving multiple pharmacy trips. More than 5.7 million patients were enrolled as of Aug. 31, 2024.

Pickup and Delivery (Walgreens)

A digital offering through which patients can prepay for medication and choose their next-day delivery or pickup location on mobile devices. In fiscal 2024, Walgreens continued its partnership with DoorDash and Uber to provide free same-day delivery of medications for the prevention and treatment of HIV.

Expanded Care (Walgreens)

Walgreens Expanded Care™ helps partners close gaps in care and improve outcomes for populations with specific conditions including diabetes, pulmonary and mental health. There are three core aspects to Walgreens Expanded Care – preventive care and care gap closures, chronic care support, and care coordination.

Constantly improving efficiencies allows Walgreens pharmacy teams to focus on patient consultations and interventions. Using the Patient Care Portal, pharmacy teams identify patients at risk for non-adherence, identify barriers to care and intervene to improve adherence. By getting medication to patients quickly, we enable them to stay adherent through omnichannel tools such as Pill Reminder, refill reminders and New-to-Therapy programs.

Enhanced patient education (Walgreens)

Through pharmacist-led, one-on-one patient consultation and training; access to informative videos; questionnaires; and other forms of engagement, Walgreens educates patients on the specific challenges and management of their health condition.



59M

visitors to the Find Care (Walgreens) site.



Access to Affordable Healthcare continued

Championing health through clinical trials

Clinical trials and research

In fiscal 2024, WBA's management of clinical trials remained consistent, with a strong focus on community engagement and education to improve access for underrepresented patients.

Clinical trials in action – Walgreens

Walgreens newly launched clinical trials business aims to improve access, diversity and retention in medical research, particularly targeting underserved communities. By leveraging its healthcare network and advanced technology, Walgreens offers flexible trial models (in-person, virtual and hybrid) supported by a robust compliance framework to protect patient privacy and streamline management. This transformation reflects Walgreens' commitment to ESG principles and advancing medical research, emphasizing diversity in trial staff and participants to foster equity and representation in clinical studies.

With over 8,000 locations across the U.S., Walgreens has been scaling its clinical trials offerings rapidly through three portfolio-integrated, patient-centric service lines:

- **Insights-Driven Patient Recruitment:** This enables better precision and speed in identifying and recruiting trial-eligible patients, particularly from diverse backgrounds.
- **Trials to Patients:** This facilitates convenient participation through flexible formats, including virtual (telehealth), in-store and at-home trials, supported by a network of digital and physical assets.
- **Real-world Evidence & Informatics:** This supports better long-term therapeutic performance through optimized clinical study design, patient engagement and comprehensive data management.

Through these integrated services, Walgreens continues to expand its role in clinical trials with the intent to support better representation of diverse and underserved populations in the drug development process.



83%

of consumers trust Boots to deliver clinical research effectively, according to Boots' market research.

Clinical trials in action – Boots

Boots has also taken significant steps in the realm of clinical trials. According to Boots' market research on clinical trials, 83% of consumers trust Boots to deliver clinical research effectively, reflecting the strong consumer confidence in their capabilities. Like Walgreens, Boots is focused on increasing diversity in clinical trial participation, to support the benefits of medical innovation being accessible to all communities. For example:

- **CLOCS Trial (Cancer Loyalty Card Study):** Boots engaged with customers through Advantage Card to identify individuals at risk of ovarian cancer. The program's success has led to plans for expansion in 2025 to target 10 additional cancer types.





Access to Affordable Healthcare continued

Overcoming barriers to medication adherence

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 such as misunderstanding of prescription interactions with other drugs or a lack of access to transportation. Lack of insurance, financial insecurity, inconvenience and forgetfulness are also commonly identified as factors in adherence failure.

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. These services address potential side effects and offer remedies and digital solutions including medication synchronization, delivery, consultations and patient education. Additionally, the consultations include 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 Proportion Days Covered (PDC) continued to be strong in fiscal 2024. 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 continues its New to Therapy pharmacy program for patients starting anti-anxiety medication, anti-psychotics and anti-depressants.





Access to Affordable Healthcare continued



Flu prevention

WBA is committed to helping protect its 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. The Company met this goal early and reached \$5.8 million in fiscal 2022. In fiscal 2024, we distributed vouchers valued over \$2.3 million; that is over \$10 million of vouchers since the goal was set in 2019. Walgreens was number one in the country for flu shot voucher usage, providing crucial access to vaccines for the homeless and other at-risk communities. Since fiscal 2010, Walgreens has provided nearly 2 million free flu vaccinations to customers who present a voucher, helping address health disparities for underserved communities.

Walgreens engages in flu equity outreach, including partnerships with community organizations, historically Black colleges and universities and federally qualified health centers, to help address vaccine hesitancy.

At the start of fiscal 2024 and this past flu season, Boots administered 610,000 free flu vaccinations on behalf of the NHS for those eligible. Boots also provided free vaccinations to over 1,470 team members, in its third consecutive year of offering this service, and continued its Corporate Flu Vaccination Service for organizations that wish to pay for and then offer their team members free flu vaccinations.



610,000

free flu vaccinations administered by Boots on behalf of the NHS.

Vaccination access

During fiscal 2024, Walgreens partnered with the Centers for Disease Control and Prevention (CDC) to provide COVID-19 vaccinations to uninsured and underinsured adults through the COVID-19 Bridge Access Program.

The Company also executed a multi-region pilot in collaboration with Pfizer to increase pneumococcal vaccine uptake in underserved geographies.

HIV testing

Walgreens has supported those impacted by the HIV/AIDS epidemic since it began more than 40 years ago. The Company 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 2024, Walgreens expanded its commitment to HIV testing, prevention and treatment. On June 27, National HIV Testing Day (NHTD), for the 14th consecutive year, Walgreens and KFF's Greater Than HIV initiative partnered with health departments and community organizations to offer free rapid HIV testing, referrals and information at over 500 stores. Free rapid syphilis and hepatitis C tests were also offered for the first time in fiscal 2024 to enhance the community health service offering and combat the rising rates of sexually transmitted infections (STIs). The largest NHTD event in the nation, testing partners reported more than 23,800 one-on-one interactions, including providing over 10,600 HIV and STI tests as part of this year's activation. The partnership with KFF's Greater Than HIV initiative led to increased

participation, enabling many individuals who may not have had access or felt comfortable getting tested to do so. The event was highly impactful, with numerous positive results, underscoring the importance of Walgreens' efforts in reducing the stigma surrounding HIV and other STIs.

A critical component of Walgreens' HIV prevention strategy is the promotion of pre-exposure prophylaxis (PrEP). PrEP is a medication taken by HIV-negative individuals at high risk of infection to prevent contraction of the virus. When taken consistently, PrEP is highly effective at reducing the risk of HIV transmission. Walgreens has made PrEP more accessible through its pharmacies so that those who need it can receive it as part of a comprehensive approach to HIV prevention.

Walgreens' work in this area received recognition from several federal organizations, including the CDC and the Department of Health and Human Services, highlighting the critical role the Company plays in public health. In fiscal 2025, Walgreens plans to continue enhancing National HIV Testing Day, expanding STI testing and strengthening the strategic connection with PrEP to further support those at risk.



Access to Affordable Healthcare continued

Community health

Walgreens' community engagement in fiscal 2024 extended to various local markets, including Florida, Puerto Rico and Georgia. In Puerto Rico, Walgreens has been instrumental in providing health services to underserved populations, particularly in the wake of natural disasters like hurricanes. The Company plays a crucial role in triaging patients, conducting health screenings and providing necessary services, including prescription fulfillment.

Walgreens also participated in the Friends for Life Diabetes Conference for the second consecutive year, showcasing its commitment to supporting families dealing with diabetes.

In Mexico, Farmacias Benavides pharmacies have demonstrated a strong commitment to community engagement through initiatives including:

- a series of volunteer programs aimed at supporting low-income communities and raising awareness for important causes. Team members participated in three volunteer projects in partnership with the Cáritas de Monterrey Foundation and Casa Hogar Padre Severiano, focusing on food banks and gift events for those in need.
- a rounding ticket campaign with Piel con Vida, which raised over 153,000 Mexican pesos (\$8,800) by the end of July and facilitated more than 200 free medical consultations for early detection of skin cancer.

- collaborating with Casa Monarca, an organization based in Monterrey that supports migrants by providing essential services such as food, clothing, medical assistance and support.

In addition, Boots Thailand has made partnerships and investments aimed at creating a meaningful impact on community health, particularly for vulnerable groups such as cancer patients and young children living with HIV. In August 2024, Boots Thailand made a donation of over 1 million Thai baht (\$27,000) to Baan Gerda to support young children with HIV.

Community health fairs

Walgreens community health fairs give our field leaders, pharmacists and team members 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 health services, product offerings and resources including flu shots, health screenings and educational information.

Walgreens stores participated in and conducted a variety of health-focused community outreach events during fiscal 2024. For example, Walgreens hosted a Heart Health Clinic event in collaboration with the Clinical Trials team, field leadership, pharmacists and team members aiming to address regional heart health needs. The event was part of a broader engagement strategy that included participation in the Puerto Rico Health Fair and a clinic in Jacksonville, Florida.

Advancing health equity in Thailand

Boots Thailand is also actively working to address health equity by focusing on access to local, quality healthcare. Through partnerships with local healthcare organizers Boots Thailand continues to implement initiatives that enhance health equity

across Thai communities. A key initiative is the ongoing "Common Illness" program which provides free medicine pick-ups and consultations for patients in Universal Coverage health scheme with minor illnesses at Boots stores.





Access to Affordable Healthcare continued

Addressing the high cost of care

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.

Walgreens is 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 so that 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. Over the last four years, Walgreens pharmacies helped connect patients in the U.S. to over \$2.9 billion in financial assistance for prescriptions.

Team members are trained to identify where copay assistance may be available at the point of sale, while dedicated centralized support teams proactively contact patients using 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 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.

We have been expanding our Farmacias Benavides owned brand across our pharmacies and now offer over 305 generic 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.

We believe drug prices should be transparent as they move through the supply chain.

Smoking cessation

WBA is committed to its pharmacy services playing a role in helping people quit tobacco. Walgreens and Boots pharmacists are trained to support a patient's attempt to quit.

Since fiscal 2022, approximately 1,300 team members have completed a stop-smoking program. An enhanced program was implemented in January 2024 that involved an initial intake assessment, a personalized quit plan developed with a licensed health coach, regular check-ins over a 60-day period, and complimentary nicotine replacement therapy patches or gum.

Walgreens has continued its policy of de-emphasizing tobacco products and does not sell e-cigarettes. Age verification is required from anyone purchasing tobacco products in U.S. stores and the business maintains 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.



financial assistance secured for patients over the last four years.





Access to Affordable Healthcare continued

Prescription misuse prevention

Prescription misuse prevention is a priority for 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 crisis. The WBA Board of Directors (Board) continues to oversee our management of risks related to the dispensing of prescription-controlled substances and our multimillion-dollar effort to help combat overdose-related deaths.

Walgreens maintains a Good Faith Dispensing Policy, which provides the foundation for pharmacists to understand their roles and responsibilities along with their education, training and professional judgment, 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 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 and Prevention 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 National Prescription Drug Take Back Day, occurring in 46 states and Washington DC and 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 continues to deploy Patient Safety First materials on opioids for its pharmacy staff. The learning modules focus on compassionate care practices and help team members understand substance misuse from a holistic perspective while learning to recognize the symptoms of those who may be abusing.

Lifesaving opioid overdose Naloxone spray

In fiscal 2024, Walgreens broadened access to lifesaving medications by launching Walgreens brand Naloxone HCl Nasal Spray, now available online and in all stores. This over-the-counter nasal spray can temporarily reverse the effects of opioid overdoses, including those caused by heroin, fentanyl and prescription opioids, when administered promptly. Walgreens partnered with a nonprofit to facilitate the donation of Walgreens brand Naloxone HCl Nasal Spray at major music festivals to help educate the public on its use and increase access to this vital medication.



Safe medication disposal

1,500+

safe medication disposal kiosks in Walgreens locations.

554

tonnes of unwanted medication safely disposed of in fiscal 2024.

2.7M+

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

3,022

tonnes of unwanted medication safely disposed of since 2016.



Community Engagement and Partnerships

In fiscal 2024, we reinforced our partnerships to tackle major health issues such as poverty, disease prevention, mental health, dementia and cancer care. Our focus remains on improving the lives of those most in need, especially women and children.

WBA continued to collaborate with numerous organizations to enhance access to health resources and services for communities worldwide.

WBA continued to collaborate with numerous organizations to enhance access to health resources and services for communities worldwide. These partnerships are instrumental in supporting disease research and prevention, and improving access to essential healthcare services. We contribute by offering product and monetary donations, supporting fundraising initiatives, and developing resources alongside our partners to advance their missions.



Community Engagement and Partnerships continued



Key partnerships for better health

American Heart Association Partnership

In fiscal 2024, Walgreens celebrated its 10th consecutive year of participation in the American Heart Association’s (the Association) Chicago Heart Walk. Walgreens was also honored with the Heart of Gold award in Chicago for its commitment in meeting health equity goals and ending cardiovascular disease. This annual event underscores Walgreens’ long-standing support of the Association, highlighting Walgreens’ commitment to heart health. Walgreens team members from across the Chicagoland area eagerly participate in the walk, and the Company also raises funds for the cause through in-store campaigns.

Walgreens’ support of the American Heart Association is crucial in raising awareness about heart disease, a condition that can often be managed with proactive care. By supporting the American Heart Association, Walgreens helps bring attention to the importance of heart health and leverages the Association’s national footprint to connect Walgreens team members with valuable resources and expertise. This support also enables Walgreens to invite the Association’s subject matter experts to participate in health-focused community events, further extending their impact on health.



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. In fiscal 2024, the Trust funding increased from £250,000 (\$315,000) to £437,500 (\$551,000) as it expanded its reach to support projects across the UK. The Trust primarily funds charities and voluntary organizations in health, lifelong learning, community development and social care, with a focus on grants up to £10,000 (\$13,000) that can make the most significant impact. In fiscal 2024, Charities Aid Foundation began supporting the Trust by managing the application process and providing recommendations to the trustees for final decisions. Fiscal 2024 saw the appointment of Preyash Thakrar as Chair of the Trust, who shared, “During fiscal 2024, the trustees have been delighted to see an increase in applications following the UK-wide expansion and to have been able to support a broad range of vital projects across the country. I’m incredibly proud to have taken on the role of Chair of the Trust, and together with the trustees look forward to the Boots Charitable Trust making the biggest impact it possibly can in the coming years.”

\$551,000

Boots Charitable Trust funding in fiscal 2024.



European Organisation for Research and Treatment of Cancer (EORTC)

EORTC is an independent, non-governmental, nonprofit cancer research organization. For over 12 years, WBA has supported EORTC in building and developing the SPECTA platform, which is now the leading pan-European translational research infrastructure.

In October 2022, we entered the next phase of our partnership with a commitment to raise €1.8 million (\$1.9 million) in support of EORTC’s E²RADlatE platform – the only radiation oncology platform of its kind in Europe. With 60 active centers across 14 countries (as at 31 August 2024), E²RADlatE is improving radiotherapy research by identifying emerging treatment patterns, addressing key clinical questions, and coordinating international research efforts to help set new standards of care for cancer patients.

Through this partnership, WBA is helping to provide hope and support to the 1 in 5 people globally who will develop cancer in their lifetime and the countless families impacted by the disease every day.

>12 years

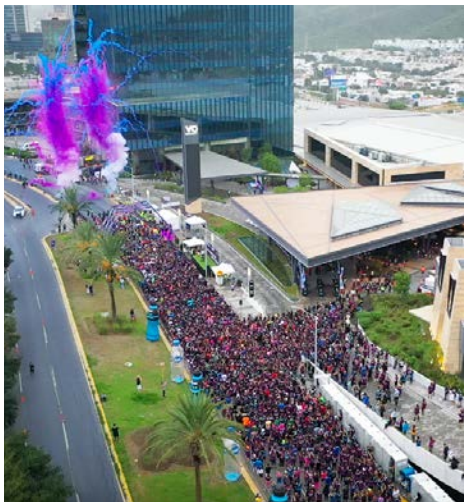
Length of the partnership with EORTC.



Community Engagement and Partnerships continued

Fundación Alma

During fiscal 2024, Farmacias Benavides, WBA’s retail pharmacy chain in Mexico, continued to raise funds for Fundación Alma, a charity that supports uninsured or underinsured women living with cancer through funding for reconstructive surgery, prosthetics, psychological assistance and other aid. Since fiscal 2014, Farmacias Benavides has raised more than 9 million Mexican pesos (\$517,000) for Fundación Alma. On Oct. 15, 2023, Farmacias Benavides sponsored its annual Rosa Fuerte race to raise money for Fundación Alma, helping to raise 998,850 Mexican pesos (\$57,000). As of Aug. 31, 2024, Farmacias Benavides has helped fund more than 175 reconstructive surgeries and more than 1,300 prostheses through its partnership with Fundación Alma.



Irish Cancer Society

Boots Ireland has partnered with the Irish Cancer Society since fiscal 2012, with the aim of increasing awareness, helping support people affected by cancer and promoting cancer prevention. Both Boots Irish Cancer Society Information Pharmacists and Boots Cancer Beauty Advisors have undertaken training designed in conjunction with the Irish Cancer Society to be more comfortable, confident and helpful when providing both medical and emotional support to people living with cancer.

Boots Ireland made a donation of products to support over 400 Irish Cancer Society hospital overnight bags that will be issued to children, adolescents and young adults with a cancer diagnosis.

The Boots Night Walk is held annually in support of the Irish Cancer Society Night Nursing Service, which provides free end of life care to cancer patients in their home. The 5 kilometer walk took place in September 2023 and participants could choose to attend at Dublin’s Phoenix Park or at a location of their own choosing with the walk raising over €136,000 (\$146,000).

Boots also supports the Irish Cancer Society during its biggest fundraising initiative, Daffodil Day, which sees thousands of volunteers selling Daffodil Day merchandise and collecting donations, with Boots stores also selling Daffodil Day pins. The funds go toward providing vital support services



to cancer patients and their loved ones. In fiscal 2024, Boots Ireland has closed off the year on €538,000 (\$581,000) in fundraising, a 50% increase based on the prior year.

Boots Ireland’s unwavering partnership with the Irish Cancer Society provides vital support, resources and comfort to those affected by cancer, funding thousands of nights of care and empowering patients on their journey.

Since the partnership began in 2012, Boots Ireland with the support of team members, patients and customers, have raised over €3.4 million (\$3.6 million) – equivalent to approximately 9,300 nights of care for the Irish Cancer Society’s Night Nursing Service.

\$3.6M+

raised since 2012, equating to 9,300 nights of care.

400+

hospital overnight bags filled with Boots Ireland products.



Community Engagement and Partnerships continued

Macmillan Cancer Support



In fiscal 2024, Boots UK raised a total of over £981,000 (>\$1,230,000) for Macmillan Cancer Support. Now in its fifteenth year, Boots UK’s partnership with Macmillan Cancer Support has raised £22.6 million (\$28.5 million) to support people living with cancer. Through the partnership, Boots has become a trusted source of information and support for patients and their families, offering guidance from diagnosis, throughout treatment and beyond.

At the core of this partnership are the Boots Macmillan professionals. Over 2,320 Boots Macmillan Information Pharmacists are specially trained to provide expert information and emotional support to anyone affected by cancer. Accessible in selected Boots pharmacy stores or from the comfort of home via telephone consultations, these pharmacists offer personalized advice on managing symptoms, coping with side effects, and signposting to further resources. Collectively, they conducted around 57,000 in-store conversations and consultations in fiscal 2024 alone – each one making a profound difference by providing reassurance, answering questions and offering a compassionate ear.

Boots Macmillan Beauty Advisors (BMBAs) have also become a vital part of this support network. Celebrating their eleventh year in fiscal 2024, over 660 BMBAs are trained to help patients manage the visible side effects of cancer treatment. Through approximately 27,000 consultations with customers, they have offered not just beauty advice but a sense of confidence and control at a time when people can feel lost. BMBAs can

help patients look and feel like themselves again, making a difference that goes beyond skin-deep.

Boots’ commitment to cancer care extends further through its Macmillan Fellows – four Boots Pharmacists nominated by the organization to share their clinical expertise to advance the Boots and Macmillan partnership objectives. Their work focuses on addressing systemic issues like delayed diagnosis and canceled treatments caused by the COVID-19 pandemic. By bridging their experience at Boots with clinical expertise at Macmillan, these fellows play a critical role in advocating for better patient outcomes and contributing to long-term solutions in cancer care.

Boots has also broadened its cancer support services by training Boots Macmillan Opticians Professionals to detect early signs of cancer during routine eye exams. This initiative provides Boots customers with access to earlier referrals, helping to improve diagnosis and treatment times and offering another layer of support within the Boots’ network.

\$28.5M

raised over 15 years for Macmillan Cancer Support.

2,320+

Boots Macmillan Information Pharmacists.



Boots UK’s partnership with Macmillan Cancer Support provides expert information, emotional support and practical guidance to those affected by cancer, empowering them to navigate their journey with confidence and care.



I wanted to support these patients emotionally and offer the best advice I could.”

Carolyn Norman

Boots Macmillan Opticians Professional

Carolyn Norman, a Boots Macmillan Opticians Professional, uses her specialized training to detect early signs of cancer and support patients with compassion and care. “I wanted to support these patients emotionally and offer the best advice I could,” says Carolyn. “The training has been invaluable for boosting my confidence and ability to help.” Her dedication ensures patients receive personalized advice and feel supported every step of the way.

In July 2023, Boots UK launched the Soltan Skin Safety initiative to promote sun safety awareness and encourage early detection of skin cancer. The initiative includes Boots’ Soltan Sun Safety Advisors and the “3 Cs” safety tips – cream, cover and check – to help customers and their families stay safe in the sun.

Together, these initiatives show that the partnership between Boots UK and Macmillan Cancer Support is more than just fundraising: it’s about being there for people living with cancer, supporting their emotional and physical wellbeing, and helping them navigate their path forward with confidence and care.



Community Engagement and Partnerships continued



Susan G. Komen and The Leukemia & Lymphoma Society
Walgreens collaborates with LLS and Susan G. Komen to enable research on tough-to-treat cancers and increase access to care. In fiscal 2019, Walgreens pledged to raise more than \$25 million for the two organizations over a five-year period. We are proud to report that we exceeded that goal in fiscal 2024 by raising nearly \$42 million.

Nearly \$42M

raised for LLS and Susan G. Komen.

The Hygiene Bank

Since fiscal 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 living in hygiene poverty has risen to 4.2 million UK adults.

Supporting hygiene poverty in local communities is not 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 590 donation locations across the UK.

1.5M+

products donated to The Hygiene Bank since partnership inception.

16

Hygiene Hub locations throughout Boots Ireland.

In fiscal 2023, Boots UK partnered with The Hygiene Bank for its Christmas Campaign, donating 100,000 essential hygiene products to provide approximately 20,000 individuals in local communities with a basic care package. Throughout October to December Boots also doubled its commitment to matching customers' donations, donating two products for every kilogram given by customers via donation points in store.

In the Republic of Ireland, Boots partnered with Hygiene Hub, whose goal is to tackle hygiene poverty one helping hand at a time. In fiscal 2024, Boots expanded its Hygiene Hub partnerships from 10 to 16 locations. Over 1,420 kilograms of items were donated to 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' partnership with The Hygiene Bank addresses the critical issue of hygiene poverty, providing essential toiletries and personal care products to those in need across the UK.

Brush with Boots

Hygiene poverty affects children's health, confidence and school success. To help address this, Boots partnered with The Hygiene Bank for the "Brush with Boots" initiative, donating 175,000 toothbrushes and toothpastes to support children returning to school.

These donations were distributed to schools and local projects across the UK, focusing on areas where children and families face the greatest challenges. Backed by Colgate, this initiative aimed to raise awareness about hygiene poverty's impact on oral health and give children the tools they need for a healthy, confident start to the school year.





Community Engagement and Partnerships continued

Vitamin Angels



Since fiscal 2013, Vitamin Angels and Walgreens have partnered to improve health and nutrition for pregnant women and young children in need. Walgreens donates 1% of its participating vitamin and supplement products' retail sales to Vitamin Angels and in fiscal 2024, reached \$10.6 million in donations from vitamin sales.

In fiscal 2024, Walgreens and Vitamin Angels celebrated 11 years of partnership, marking another major achievement by reaching over 475 million women and children with life-changing vitamins. 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 fiscal 2022, Vitamin Angels and Walgreens set a partnership goal to "DOUBLE OUR IMPACT" and are on track to reach 500,000 pregnant women in the U.S. by the end of 2024.

Also in fiscal 2024, Vitamin Angels and Walgreens announced the expansion of their Prenatal Vitamin Program to over 2,600 Walgreens stores nationwide, including a direct ship option in certain markets. The program provides free prenatal vitamins and minerals with nutrition education materials to pregnant women in underserved communities through participating Walgreens pharmacies across all 50 U.S. states.

The program originally launched in the South and West Side of Chicago in fiscal 2021. Over the last three years, the program has continued to expand reaching over 18,000 women in need. To aid the domestic program Walgreens hosted a July donation event where \$7.8 million was raised.

The impact of this collaboration also extends to Puerto Rico, where Walgreens and Vitamin Angels organized a successful vitamin drive. This initiative provided discounted or free vitamins to women on the island, further showcasing Walgreens' commitment to addressing the health needs of underserved communities both domestically and abroad.

This partnership has been a cornerstone of Walgreens' broader health initiatives, exemplified by events like the maternal health panel on Maternal Health Day. This panel underscored



500,000

Walgreens are on track to reach 500,000 pregnant women in the U.S. by the end of 2024.

475M+

women and children reached with vitamins.

the importance of maternal health and proper vitamin intake, while educating customers on how their purchases contribute directly to these critical health efforts.

Howard Schiffer, Founder and President of Vitamin Angels shared that "Thanks to the support of Walgreens Boots Alliance, our partnership has reached millions of underserved women and children with life-changing vitamins and minerals. We are honored to be partnering with an organization that shares our deep commitment to improving health and nutrition for expectant moms and young children across the U.S. and around the world, saving lives and increasing potential."

Walgreens' partnership with Vitamin Angels provides life-changing vitamins to millions of underserved women and children worldwide, improving maternal and child health and building a brighter future.



Community Engagement and Partnerships continued



102M+

lifesaving vaccines donated since FY13.

\$2.6M

donated annually through the program.

United Nations Foundation Get a Shot. Give a Shot.

Since fiscal 2013, together with the United Nations Foundation Shot@Life campaign, Walgreens has helped provide over 102 million lifesaving measles and polio vaccines to children around the world through "Get a Shot. Give a Shot." 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. This successful partnership enabled WBA to reach its ambitious goal of 100 million vaccinations by the end of fiscal 2024.



Walgreens' partnership with the United Nations Foundation's Shot@Life campaign has provided over 102 million lifesaving vaccines to children around the world, protecting vulnerable populations and building a healthier future for all.

Other Initiatives driving community health

Children with Diabetes

Since 2023, Walgreens has proudly served as the exclusive pharmacy partner for Children with Diabetes, a nonprofit organization dedicated to providing education and support to children and families worldwide living with type 1 diabetes. The partnership supports families with educational resources, clinical trial information, pharmacist guidance and product offerings for diabetes management regimens.

Dementia awareness

Boots remains committed to creating dementia-inclusive environments through ongoing training and awareness programs. In collaboration with the Dementia Understand Together campaign, over 70 Boots Ireland team members and ESG Champions came together to listen to members of the Irish Dementia Working Group speak about their experience of living with dementia and the difference the Understand Together symbol in our stores makes to them.

As of August 2024, Boots UK and Boots Opticians had more than 16,500 team members who identify as Dementia Friends, allowing for almost every Boots store to have someone available to assist customers with dementia. In the Republic of Ireland, 90% of team members (over 2,000) have completed similar training.





Community Engagement and Partnerships continued

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 cystic fibrosis community. This year, Walgreens supported the Rose Up Campaign and Great Strides in San Diego, Boston, Denver, Kansas City and Birmingham. For the last 20 years Walgreens has raised over \$3.2 million to support the mission of Cystic Fibrosis Foundation. In 2017, Walgreens became the sole owner of Cystic Fibrosis Services, a specialty pharmacy for cystic fibrosis patients and their families, after the Cystic Fibrosis Foundation sold its ownership stake to Walgreens.

Feel More Like You

In fiscal 2024, Walgreens reinforced its commitment to supporting adolescents and young adults (AYAs) with cancer through its partnership with Elephants and Tea. In addition, Walgreens collaborated with “Feel More Like You,” an initiative designed to maintain AYAs’ sense of identity during treatment, and preserving fertility, a crucial concern for AYAs undergoing cancer therapies. Walgreens’ efforts are dedicated to addressing these unique challenges so that young patients receive the care and support they need.

“Wir bewegen was” Christmas gift campaign

In December 2023, Alliance Healthcare Deutschland launched the “Wir bewegen was” campaign in partnership with local institutions of the “Tafel Deutschland” organization in Germany. This initiative was introduced at the October 2023 leadership meeting, followed by an internal call for donations of goods. The collected items were handed over to representatives of the food bank’s local institutions in cities such as Frankfurt and Stuttgart in February and March 2024, demonstrating AHD’s commitment to supporting local communities in need.



Our Future Health

In the UK, Boots works with Our Future Health, a research program partnered with the NHS. The initiative aims to collect information from millions of volunteers across the UK to help researchers find ways to prevent, detect and treat diseases earlier. Our Future Health 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 Our Future Health clinic to provide a small sample of blood and get some physical measurements taken, including blood pressure.

Boots has been an ideal Our Future Health partner due to its wide network of pharmacies accessible to the UK population. The partnership began with a successful pilot, where Boots engaged volunteers and collected biometric samples. Building on

this success, Boots hosts Our Future Health clinics in many of its stores, where volunteers provide blood samples and undergo physical measurements before completing an online questionnaire. As of fiscal 2024, 119 Boots pharmacies are actively participating, with plans to expand to 125 stores by the end of calendar year, 2024 supported by 450 trained phlebotomists. Boots’ involvement has been critical, providing over 50% of all Our Future Health appointment availability through its pharmacies. Since the program began, Boots has facilitated over 500,000 Our Future Health appointments, with weekly appointments currently surpassing 6,000. The success of this collaboration has driven the program’s expansion into Scotland, with a focus on improving access for underrepresented groups. Boots and Our Future Health aim to recruit 750,000 volunteers by December 2025, underscoring the partnership’s significant contribution to advancing public health research.



Community Engagement and Partnerships continued

Mental health partnerships and programs

Access to mental healthcare is growing in demand in the UK and the U.S. On average, one in six people in England (UK) and one in five 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.

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.

In fiscal 2024 Walgreens continued the Expressions by Walgreens Challenge, 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 engaged over 200,000 teens and partnered with 1,200 schools across 50 states and territories.

Annually, Walgreens has held the Expressions Challenge, an artistic challenge open for high school students to submit art in four categories of visual arts, media arts, spoken word and creative writing, for the chance to win a monetary prize. 2024's contest brought in more than 8,600 student art submissions from teens across the U.S.

The top three topics teens submitted entries on were mental health, self-esteem, and the impacts of social media. The fiscal 2024 Expressions Challenge also saw another record with more than 80,300 votes received for People's Champ winners.



Mental Health First Aid Ireland

Boots Ireland has worked with Mental Health First Aid Ireland to deliver in-house training that teaches individuals how to assist a co-worker who may be developing a mental health problem or experiencing a mental health crisis. In fiscal 2024, Boots Ireland trained 83 Mental Health First Aiders and currently has over 130 trained Mental Health First Aiders across its stores and support office.

Through the Boots Health Hub, Boots Ireland offers a range of advice and support including access to talking therapy via SupportRoom, allowing 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 gain access to a virtual GP via Livi, an online doctor app.

 **80,300**

votes received for People's Champ winners of the Expressions Challenge.



Community Engagement and Partnerships continued

Supporting survivors of sexual and domestic violence

The Wash Bags Project, initiated by The Queen as Duchess of Cornwall in fiscal 2013, aims to provide comfort to survivors of rape and sexual assault by offering wash bags filled with toiletries at Sexual Assault Referral Centres (SARCs). Boots has supported this initiative since its national launch in 2017, donating over 50,000 wash bags to date.

On May 1, 2024, WBA and Boots team members attended a reception at Buckingham Palace with Her Majesty The Queen to commemorate the relaunch of the Wash Bags Project. The relaunch will see Boots continue to donate up to 9,500 wash bags annually for three years across 65 SARCs with charity In Kind Direct as the new distribution partner.

Boots has a long-standing commitment to community care, which includes partnerships such as the one with Hestia since fiscal 2020 to establish "Safe Spaces" as part of the UK Says No More campaign, allowing individuals experiencing abuse to discreetly look up information and support in over 1,700 Boots pharmacy stores across the UK.



50,000

Boots has supported the Wash Bags Project since its national launch in 2017, donating over 50,000 wash bags to date.



Healthy and Inclusive Workplace



Our Impacts

Performance against targets

Achieved in fiscal 2024:

WBA International, including Boots: Maintain baseline of women in leadership from fiscal 2023.

Increased by 7 percentage points.

Exceeded

Walgreens: Increase women in leadership by 1.5 percentage points over previous year's baseline.

Increased by 2.3 percentage points.

Exceeded

Walgreens: Increase representation of people with disabilities across the Company by 0.5 percentage points over previous year's baseline.

Increased by 0.6 percentage points.

Exceeded

Walgreens: Increase people of color in leadership by 1 percentage point over previous year's baseline.

Increased by 0.2 percentage points.

Partially achieved



Additional fiscal 2024 performance highlights

Boots: The Mental Health First Aid training program has been expanded, with approximately **240** Boots UK and Boots Ireland team members having completed this training.

Boots Benevolent Fund: Supported over **200** team members with over £228,000 (>\$285,000) in grants and interest-free loans during its fiscal year ending Aug. 31, 2024.

WBA: Our global network of Business Resource Groups (BRGs) grew, with over **6,100** team members engaged in at least one group.

Boots and No7 Beauty Company: The Inclusion in Action program significantly increased participating leaders' understanding of inclusive team building, from 16% before the program to 100% after.

Farmacias Benavides: For the second consecutive year, our Mexico operations have been named a Top Employer/Súper Empresas 2024 by Expansion, recognizing our commitment to employee wellbeing, transparency and strong management practices.

Boots: We celebrated five years of partnership with The King's Trust, having raised over **£3.3 million** (>\$4.1 million) to support young people.

Walgreen Benefit Fund: Provided nearly **\$2 million** in aid to over **1,240** applicants during its fiscal year ending April 30, 2024.

Walgreens: The Safety Focused Stockroom program exceeded its goal with **82%** safety-focused stockrooms, earning awards from the National Safety Council and Green Cross for preventing injuries.



Introduction

Fostering a More Inclusive Future



Our people are our greatest strength. Their wellbeing and ability to thrive are fundamental to our success. We strive to create a workplace where everyone feels valued, respected and empowered – and where their health and safety are always our top priorities.”

Elizabeth Burger
Executive Vice President
and Chief Human Resources Officer

Our team members are essential to achieving our goal of enabling healthy futures for patients and customers in the communities we serve. We are dedicated to creating healthy, safe and inclusive workplaces for them.

Prioritizing Team Member Health, Safety and Wellbeing



Cultivating an Inclusive and Supportive Workplace



Our Healthy and Inclusive Workplace impacts in relation to the United Nations SDGs:





Prioritizing Team Member Health, Safety and Wellbeing

There is an undeniable connection between the wellbeing of our team members and the overall health of our organization.

Recognizing the unique journey each team member is on, with their individual needs, challenges and dreams, we aspire to create a nurturing workplace.

At WBA, health, safety and wellbeing are not just essential aspects of our work, they form the very core of our purpose and heritage. We strive to inspire healthier and happier lives every day. Recognizing the unique journey of each team member, their individual needs, challenges and dreams, we aspire to create a nurturing workplace, a place where everyone feels valued and respected.

Ensuring a safe work environment

At WBA, we prioritize the health and safety of all our team members. We enforce formal governance processes for health and safety across all business segments and corporate functions. Over the years, we have enhanced our proactive approach to accident prevention, adherence to safety protocols and taken measures to address potential risks.



Prioritizing Team Member Health, Safety and Wellbeing continued

Proactive safety measures

Maintaining a safe warehouse environment is crucial for protecting team members. We continuously seek ways to prioritize safety measures and enhance educational training programs. We encourage open dialogue and constructive feedback from all stakeholders, including team members, to support best practices. To maintain a safe and productive work environment, we provide various channels for team members across our businesses to voice their questions or concerns. These include reaching out to management, using a toll-free confidential hotline, submitting an online report, contacting the Compliance Officer or department or getting in touch with human resources.

In fiscal 2024, Boots UK focused on improving the efficiency of safety inspections for real-time compliance views. Boots UK also trained 51 safety representatives to bolster safety capabilities in warehouses. Furthermore, Boots UK revamped and relaunched its safety e-learning training for all team members, while planning to issue refresher trainings in future years.

51

Boots UK trained safety representatives to bolster safety capabilities in warehouses.



PRESENTED BY
National Safety Council

Walgreens' Safety Focused Stockroom program prioritizes maintaining a clean, organized stockroom and reducing stored products. This approach effectively minimizes incident risks and fosters a safety-focused stockroom environment. The program exceeded its target goal with an 84% safety-focused stockroom and received prestigious awards from the National Safety Council and the Green Cross Award for preventing injuries to team members and customers.

Collaboration and continuous improvement

WBA works with several authorities to promote safety compliance and redefine its audit process for better digital compliance visibility. Boots UK is collaborating with Primary Authorities to foster workplace safety and to support the development of new pieces of assured advice.

Walgreens, in particular, has established incident management programs to support customers and team members in stores. The Customer Care Advocate Program supports customers who have reported an in-store incident. Meanwhile, the Nurse Triage Program offers immediate, quality care for team members following a workplace injury. Team members can call a 24/7 hotline to speak with a registered nurse who will determine the appropriate initial level of care. This program not only provides immediate care but also aims to reduce emergency room visits, if needed. In fiscal 2024, Walgreens enhanced its hazardous communication measures to raise awareness and promote safety and introduced an After Incident Safety Review Guide to provide clear instructions for necessary actions post-incident.

Combating retail crime through collaboration

With a growing proportion of in-store theft in the UK attributed to organized criminal groups, Boots took significant steps in fiscal 2024 to address retail crime and prioritize team member safety. Partnering with other UK retailers, government and police, Boots co-funds a specialized team to tackle organized retail crime through enhanced intelligence sharing and analysis. This collaborative effort provides law enforcement with a clearer understanding of the scope of this issue. Boots also leverages a state-of-the-art CCTV monitoring center, connected to its stores, with security experts providing real-time support. Body-worn cameras, deployed in hundreds of stores and expanding, further strengthen security measures.





Prioritizing Team Member Health, Safety and Wellbeing continued

Select benefits across WBA

Full-time U.S. team members

- Access to Life365 Employee Assistance Programs (EAP) and Be Well Connected, as well as paid parental leave, paid leave and paid time off.
- Financial Wellbeing programs that include a 401(k) savings plan with Company matching contributions and an employee stock purchase plan.
- Comprehensive health and welfare benefits for team members and their dependents, including a surgical center of excellence, a musculoskeletal joint and knee pain program and support for chronic conditions.
- Through a partnership with Vida Health team members and their enrolled dependents can engage with a health coach, registered dietitian or therapist to manage chronic conditions such as diabetes and high blood pressure, lose weight, improve nutrition and make positive lifestyle changes.



Part-time U.S. team members

- Wellbeing programs including a 401(k) savings plan with Company matching contributions, an employee stock purchase plan, annual flu shots, access to Life365 EAP and Be Well Connected as well as other benefits.

Boots UK and Boots Opticians full-time and part-time team members

- Access to EAP, loyalty awards, pension programs, life insurance options, enhanced parental leave pay exceeding statutory requirements and paid time off.
- Boots UK and Boots Opticians offer a flexible program, team members can personalize voluntary benefits across health and wellbeing, travel, lifestyle and financial categories.
- Team members also enjoy discounts at Boots on a range of products and services, including health and beauty products, vision and hearing care tests and products, and health services such as free flu vaccinations.

Other International WBA businesses

- In Thailand, an EAP is offered to support team members' wellbeing.
- In Germany, there are Company-wide "Health Days" and free flu vaccinations are made available to all team members.

Supporting holistic wellbeing

We strive to foster a workplace where every team member is treated with dignity and respect, valued and supported in their role, and provided with the necessary tools, resources and support for their wellbeing.

Comprehensive benefits and resources

All of WBA's businesses offer robust benefits and wellbeing programs and, where applicable, healthcare for team members at the national, state or regional level, because plan design, coverage laws and regulations vary by country, state or local level. In this report, we cover three of our largest employers: Walgreens, Boots UK and Boots Opticians, which account for approximately 88% of our 312,000 team members.

In line with WBA's commitment to health, we continue to enhance our health and welfare benefit offerings. In 2024, Walgreens expanded its medical offerings to include a Virtual First health plan called Blue Cross Blue Shield of Illinois (BCBSIL) myVirtualCare Access. This innovative medical plan provides greater access to virtual providers, especially for those living in areas with limited in-person primary care and mental health services. Enrolled team members and their dependents first consult their Teladoc virtual primary care physician, who coordinates care and provides referrals as needed. They can also receive in-person care from in-network BCBSIL providers, without a referral, at the Tier 2 benefit level. Since its launch the plan has facilitated over 2,300 primary care visits, along with 1,600 general medicine, 1,000 mental health and 500 chronic care services.





Prioritizing Team Member Health, Safety and Wellbeing continued

Addressing diverse needs

Disability benefits

Walgreens rolled out a Disability Benefits Guide to help team members better understand the benefits programs that are available for team members with disabilities. The guide includes information on comprehensive healthcare offerings, prescription drug coverage, the health plan care coordinators, reasonable accommodations, disability coverage and more.

Menopause benefits

In fiscal 2023 and 2024 Boots and No7 Beauty Company continued Menopause-Friendly Employer Accreditation. In fiscal 2024, the businesses also committed to becoming an accredited Menstruation-Friendly employer, which means providing free period products in the restrooms of stores, offices and warehouses, while normalizing conversations around periods and menstrual health.

Family-forming benefits

Walgreens and Boots offer parental leave benefits for eligible team members. Walgreens provides inclusive family-forming benefits such as fertility treatments and reimbursement for adoption and surrogacy. Additionally, in 2023, Walgreens eliminated the requirement for a medically necessary diagnosis, as well as age restrictions for fertility coverage under the corporate health plans. Walgreens also provides bereavement leave to eligible team members who need to grieve the losses that can be associated with fertility and starting a family. Separately, Boots and No7 Beauty Company introduced formal Infertility Guidance and a Pregnancy Loss Policy, providing paid leave for eligible team members who experience a pregnancy loss.



Mental health support

Boots UK and Boots Ireland have continued to prioritize the development of specialized mental health expertise through the expansion of Mental Health First Aid training.

Boots UK provided mental health in the workplace training to over 1,000 managers in fiscal 2024. This included managers in stores, supply chains and support offices. The training has increased leaders' confidence and capability regarding mental health, with many reporting that it has enabled them to better support their team members.

To encourage engagement with resources and continue reducing stigma around mental health, Boots Ireland continued its partnership with See Change – a program of Shine, an Irish organization dedicated to ending mental health stigma. See Change's work is informed by individuals with lived experience of mental health difficulties. In fiscal 2024, See Change provided Line Manager Mental Health training workshops to 24 line managers.

Both Walgreens and Boots deployed mental health awareness and prevention campaigns throughout the year. Walgreens continued its partnership with [Journey Live](#), and during Mental Health Awareness Month hosted an online guided meditation series. In fiscal 2024, Walgreens introduced customized meditation series specifically designed for retail workers and pharmacists. In September 2023, Boots Ireland supported the annual Green Ribbon campaign in conjunction with See Change, providing over 40,000 green ribbons to customers in stores to promote conversations and break down the stigma surrounding mental health. In Thailand, team members benefit from the Boots Employee Care program, which provides holistic support for both physical and mental health.

Supporting team members' financial health during crises significantly impacts overall wellbeing by reducing stress and enabling healthy choices. The Walgreen Benefit Fund in the U.S. and the Boots Benevolent Fund in the UK – both nonprofit entities funded by charitable donations – provide assistance to current and former team members facing financial hardship.

1,000+

Boots UK provided awareness training on mental health in the workplace to over 1,000 managers in fiscal 2024.





Prioritizing Team Member Health, Safety and Wellbeing continued

Fostering team member growth and development

As a global entity operating in pharmacy, retail, distribution, fulfillment and corporate sectors, WBA recognizes its role as an employer. We understand the importance of our team members' wellbeing and our potential to contribute positively to communities worldwide. Our approach is grounded in humility and care, addressing six fundamental needs: physical health, financial wellness, an authentic environment, purposeful work, connectedness and career growth. These pillars guide us in nurturing a supportive and inclusive workplace where every individual has the opportunity to grow personally and professionally.

Investing in team member growth

We believe that investing in and valuing our team members fosters a productive work environment, contributing to our business success and customer service. To promote retention, WBA uses various tools and processes to collect and address feedback. Our primary tool for understanding the state of our workforce is our annual global engagement survey, "Our Voice. Our Future." The survey allows for open and honest opinions from our team members and asks them to voice their feedback.

We believe that all team members should be paid equitably, regardless of gender, race, ethnicity or other protected characteristic. We also recognize the importance of compensation in attracting and retaining top talent. Around the world, we strive to be an attractive choice for prospective team members from all backgrounds and experiences. In the U.S., we conduct regular pay audits against

key roles. In Mexico, we are focused on cultivating and reinforcing our efforts and conduct as an employer that values an inclusive workplace. In the UK, significant investments were made to increase pay rates for advisors and operatives, with the vast majority of team members earning wages above the National Living Wage.

Also in the UK, Boots and No7 Beauty Company celebrate the remarkable dedication of long-serving team members with the annual 50 Year Club event. This program, established in 2017, recognizes individuals with 50 or more years of continuous service. In fiscal 2024, 18 team members celebrated their 50-year milestone and two team members celebrated over 60 years of service. This event underscores our commitment to recognizing and appreciating the significant contributions of Boots and No7 Beauty Company's long-tenured team members.



We understand the importance of our team members' wellbeing and our potential to contribute positively to communities worldwide.



Having received a Silver Award as part of the Defence Employer Recognition Scheme in July 2023, Boots UK and Boots Opticians continue their commitment to supporting the Armed Forces community. This award acknowledges UK employers who have demonstrated exemplary efforts in providing benefits and upholding the principles of the [Armed Forces Covenant](#).

Through a long-standing partnership with Sudbury Prison, Boots has provided valuable employment opportunities for over 350 individuals through the Release on Temporary Licence Program. This initiative allows eligible prisoners nearing the end of their sentence to access paid employment where they can benefit from skill development, financial stability and community reintegration, supporting a smoother transition back into society.



Prioritizing Team Member Health, Safety and Wellbeing continued

Cultivating a culture of learning

Learning and development are essential for both our team members' growth and the future success of our business. We prioritize leadership development, comprehensive store training and robust clinical preparation, while our internal teams are dedicated to continuously aligning training and upskilling programs with the evolving needs of our dynamic business environment.

We offer training opportunities throughout our organization, including stores, support offices and distribution centers. During fiscal 2024, Walgreens full-time equivalent team members received an average of 30 hours of training per person. As part of Walgreens' mandated trainings, all team members are required to complete harassment prevention training that complies with relevant state and local laws.

Continuous learning

We place a high priority on performance appraisals. At Walgreens, team member performance is assessed based on performance behaviors that drive Walgreens' culture and promote responsible leadership. Similarly, in fiscal 2024, Boots and No7 Beauty Company introduced "Our Behaviours," a guide framework designed to provide the consistency and focus required to drive business performance, execute strategy

and build a positive culture. Boots and No7 Beauty Company adopt a "Real-Time" Performance Leadership approach where feedback on performance is covered through regular connects and 1:1's. Start of year, Mid-year and End-of-year conversations provide a protected window for team members to set and review performance and development objectives, celebrate success and reflect on learnings. This process is supported by online toolkits and resources.

WBA partners with both internal and external experts to provide learning opportunities. An example is the IT Academy in the UK that equips our team with top-tier learning tools to refine crucial skills in competitive areas

In fiscal 2024, Boots continued to invest in its UK support office teams' functional skills, launching six new academies in Commercial Strategy & Planning, Sourcing, HR, Category, Customer Service and Finance to join the existing IT and Marketing Academies. Boots has also identified nine core "Transferable Business Skills" essential for all support office roles. These skills include building self awareness, effective communication, time & resource planning and digital fluency. Boots is developing a series of learning interventions in collaboration with internal and external partners to help its team members cultivate these vital skills.

The Boots and No7 Beauty Company Lead, Engage, Accelerate, Develop (LEAD) program has welcomed another cohort in fiscal 2024. LEAD is an organization-wide development program designed for leaders aspiring to advance their careers into senior leadership roles. It focuses on cultivating diversity of thought, enhancing interpersonal skills and strengthening commercial leadership capabilities. 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. Over 100 team members representing various business sectors participated in the program.

Apprenticeships

Boots UK grew participation in its apprenticeship programs to more than 800 team members. New programs are continually developed in order to meet certain needs of the business and to help with specialized staff retention. In fiscal 2024, Boots UK introduced apprenticeship programs in procurement, trading standards, software testing and cybersecurity to further diversify learning offerings. Boots UK has maintained its commitment to its largest programs in pharmacy and retail, which engage around 50% of apprentices.

The Apprenticeship in Retail Supervision is a two-year, level 6 program that Boots Ireland has participated in since its launch in 2019. This modular course requires students to attend 24 to 26 college training days per year, complete mentor-assisted workplace tasks relevant to their field of study, and participate in modular assessments and exams. Boots Ireland fully funds the program, providing IT equipment and software and reimbursing all course-related expenses.

Deans Advisory Council

Walgreens expanded its long-standing relationships with colleges of pharmacy through the formation of the [Walgreens Deans Advisory Council](#) to enhance the pharmacy profession and better support pharmacists as they provide valuable care to their local communities. The pharmacy operating model needs to evolve, and pharmacy school deans are critical partners in helping Walgreens and the industry overall solve the current workplace challenges that are also impacting pharmacy school enrollment. The Council has a goal of identifying ways to attract, recruit and create a dynamic workplace for current and future pharmacists. The Council will serve as a sounding board and play a key role in helping Walgreens build upon recent initiatives including leveraging centralized services and micro-fulfillment, deploying flexible store and staffing models and eliminating all task-based retail metrics from annual performance reviews.

 **30hrs**

Walgreens team members received an average of 30 hours of training per person.



At WBA, we acknowledge the great value that inclusivity brings to our organization.

Each of our approximately 312,000 team members contributes a unique set of experiences, backgrounds and perspectives that enriches our collective knowledge and success. We strive to celebrate individual differences and promote equitable opportunities for everyone. We are on a continuous journey of learning and growth, and we sincerely appreciate the contributions of every team member in shaping who we are as a company.

Championing inclusion

We have a shared vision of fostering an inclusive culture and positive workplace environment where every team member feels respected. We are also dedicated to building inclusive brands and services and to continuously learning.

In fiscal 2024, we put great efforts in areas such as inclusive leadership accountability, fostering connectivity with BRGs, ensuring a safe work environment and encouraging organizational learning and awareness.

 For more information on our supplier efforts, see Page 51.

Cultivating an Inclusive and Supportive Workplace



Cultivating an Inclusive and Supportive Workplace continued

Business resource groups

BRGs are voluntary, team member-led groups designed to support team members professionally and personally and are open for anyone to join. These groups raise awareness of relevant issues and champion inclusion initiatives across the Company in support of our business priorities. Our global network of BRGs have chapters located across our various entities and geographical locations.

In the UK, Boots collaborated with Radius Network, a long-standing partner, to conduct a BRG Impact Audit. The audit helped identify strengths and areas where the business can continue to develop.



African American Leadership
Walgreens Boots Alliance

African American Leadership (WBA)¹: embraces African-American culture with a focus on education and awareness, equity and advancement.



AsianConnect
Walgreens Boots Alliance

Asian Connect (WBA)¹: increases business value and celebrate diversity across the Asian community.



Belong at Boots Ireland
Walgreens Boots Alliance

Belong at Boots Ireland: celebrates differences, embraces diversity, fosters inclusivity at all levels of Boots Ireland and reflects the communities we serve.



Race, Ethnicity and Cultural Heritage
Walgreens Boots Alliance

Race, Ethnicity and Cultural Heritage (WBA)¹: supports and promotes inclusivity across all levels, focusing on Racial, Ethnic and Cultural Heritage.



disAbility Alliance
Walgreens Boots Alliance

DisAbility Alliance (WBA)¹: fosters an inclusive workforce and furthering disability-related initiatives.



Environmental Sustainability
Walgreens Boots Alliance

Environmental Sustainability (WBA)¹: engages in sustainable practices, while driving change, business performance and enhancing brand reputation.



InclusivIT
Walgreens Boots Alliance

InclusivIT (WBA)¹: attracts and engages IT team members and partners. Fostering an inclusive culture, while driving business performance.



Latino Professionals
Walgreens Boots Alliance

Latino Professionals (Walgreens): engages, retains and develops Latino team members to deliver impact for our business and diverse communities.



Next Gen Empowerment
Walgreens Boots Alliance

Next Gen Empowerment (Walgreens): engages and develops the capabilities of career starters.



Pride Alliance
Walgreens Boots Alliance

Pride Alliance (WBA)¹: a voice for our LGBTQ+ team members, customers and communities, partnering with allies to promote a supportive and inclusive environment.



VALOR
Walgreens Boots Alliance

VALOR (U.S.)/Armed Forces Alliance (Boots): supports Veterans, Reserve Forces, military families and friends and promotes our business as a supportive employer across all military communities.



Women of WBA
Walgreens Boots Alliance

Women of WBA¹: inspires, develops, advances and supports women in reaching their full potential through collaborative partnerships, personal connections and an engaged workforce.



Working Parents & Caregivers
Walgreens Boots Alliance

Working Parents & Caregivers (Walgreens)/Parents and Carers (Boots): provides resources and community for team members who are caring for others in their personal lives.

Our BRGs champion inclusion across the Company.

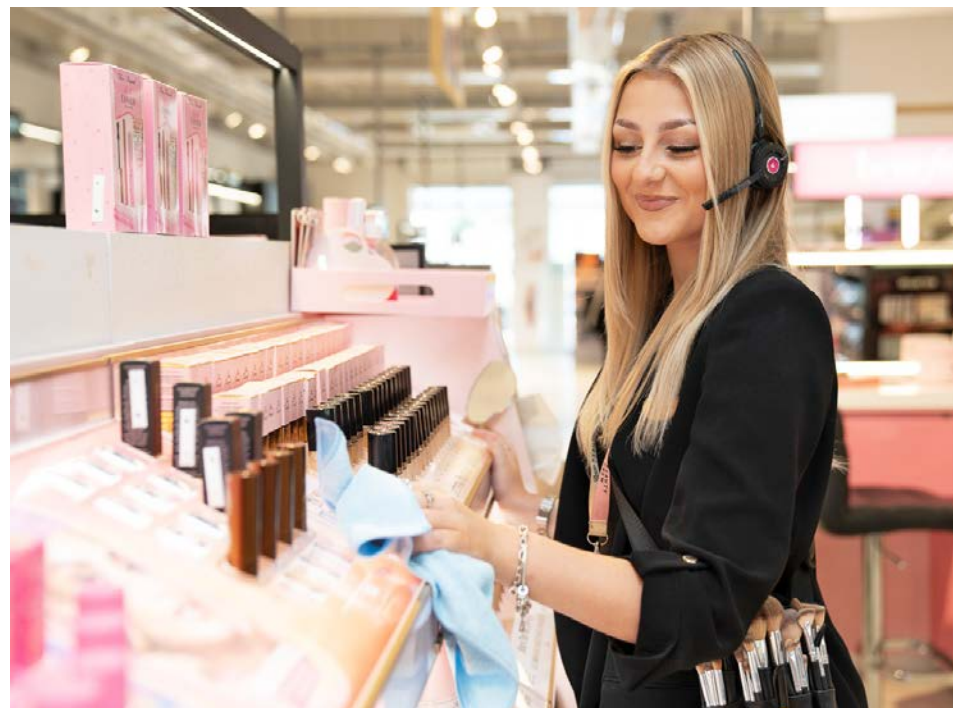
¹ WBA is inclusive of Walgreens and Boots.



Cultivating an Inclusive and Supportive Workplace continued

Awards and recognitions received in fiscal 2024

- **Walgreens** scored 100 on the 2024 Disability Equality Index and was named a “Best Place to Work for Disability Inclusion” for the eighth consecutive year.
- **Walgreens** ranked 42nd on the 2024 Fair360 (formerly DiversityInc) Top 50 Companies for Workplace Fairness.
- **Walgreens** earned a LEADING spot on the 2024 Seramount Inclusion Index (formerly known as the Diversity Best Practices Index).
- **Walgreens** recognized as a 2024 National Organization on Disability Leading Disability Employer for the third consecutive year.
- **Boots and No7 Beauty Company** received a Gold Award in the Stonewall Workplace Equality Index and entered the Top 100 Employers for the first time (66th up from 139th place in 2023).
- **Boots and No7 Beauty Company** received a Silver Award and were ranked “Strategic” and above retail industry average in the “Inclusion In” DEI Maturity Assessment, in partnership with Diversity in Retail.
- **Boots and No7 Beauty Company** were the top scorers in 55 Redefined’s Age Readiness Assessment and were awarded an Age Inclusive Accreditation.
- **Boots and No7 Beauty Company** won the 2024 People in Retail Justice Equity Diversity and Inclusion (JEDI) Award for their impactful Inclusion in Action program, demonstrating their commitment towards a more just, equitable, diverse and inclusive retail environment.
- **WBA International Markets** has been awarded Radius’s Certified “We Invest in Our Networks” mark that recognizes our commitment to building belonging, fostering inclusion and investing in people, to drive innovation through our BRGs.
- **Boots Ireland** received the Multinational Company Award for Diversity, Equity and Inclusion at the Chambers Ireland Sustainable Business Impact Awards. This prestigious award recognizes companies demonstrating exceptional commitment to sustainable development and social responsibility. Boots Ireland was celebrated for its impactful policies, partnerships and pioneering initiatives that foster an inclusive workplace where everyone feels they “Belong at Boots”.
- **Farmacias Benavides**, for the second consecutive year, has been recognized as Top Employer/Súper Empresas 2024 by Expansion, a ranking of Mexico’s best workplaces. This recognition highlights our commitment to a positive, productive and supportive work environment that prioritizes employee wellbeing, transparency and strong management practices.



This Is Me

In Mexico, the “This is Me” survey was launched for all Farmacias Benavides team members for the first time and it has received more than 2,200 responses so far. Similarly, in the UK, the always-on “This is Me Diversity Survey” has yielded valuable diversity data for over half of the team members. These initiatives across our global operations help us build an accurate picture of our workforce, enabling us to create a more diverse, equitable and inclusive workplace.



2,200

In Mexico, the “This is Me” survey was launched for all Farmacias Benavides team members for the first time and it has received more than 2,200 responses.



Cultivating an Inclusive and Supportive Workplace continued



Celebrating our teams and team members

Our Walgreens Champion of Champions and Boots Best of the Best award programs reinforce our inclusive culture by annually recognizing outstanding team members who embody our values, support their communities and colleagues, and drive business success. The 2024 award categories reflect our recognition that team members can contribute in unique ways. These categories include:

Champion of Champions

- Committed to More Joyful Lives
- Courageous Customer Care
- Curious for Innovation & Improvement
- Connected Together (Store Team Award)
- Connected Together (Business Team Award for Support Center, Distribution Centers and Centralized Services)
- Act of Heroism

Best of the Best

- Team Member of the Year
- HUG Champion (Hello, Understand, Go the extra mile)
- Inspiring Leadership
- Pharmacist of the Year
- Beauty Team of the Year
- Healthcare Team of the Year
- Outstanding Collaboration
- Florence Boots Award (for service to communities)

In future years, we will continue to empower team members to nominate each other, further fostering a sense of belonging and shared appreciation.

Celebrating Black Pharmacists

During Black History Month, Walgreens celebrated its “Dose of Culture” event, which highlighted the contributions of Black pharmacists within its network. Moderated by Chief Pharmacy Officer Rick Gates, the panel featured a variety of pharmacists. They discussed their unique experiences, medication adherence, pharmacy services, the future of the industry and career opportunities available at Walgreens. This event showcased the diversity within Walgreens’ workforce and reinforced the Company’s commitment to inclusion and representation.

Walgreens is proud of its team’s active role in supporting healthy and inclusive workplace commitments, such as promoting mindfulness through guided meditations. As Walgreens continues to invest in the team’s learning and development, Walgreens remains committed to empowering the next generation of healthcare and pharmacy leaders and professionals.





Cultivating an Inclusive and Supportive Workplace continued

Developing inclusive leadership

At WBA, we believe all levels should be held responsible for developing a culture of inclusion. In fiscal 2024, Walgreens rolled out the third cohort of its Advocate Program. This program allows leaders to focus on enhancing inclusion by advocating for high-potential talent. Throughout this experience, leaders serve as advocates for inclusion across talent processes, and participants gain networking exposure and learn career pathing skills to prepare them for leadership opportunities and growth. Approximately 165 leaders from across the business participated in the program.

Boots and No7 Beauty Company continue to build inclusive leadership capabilities through the Inclusion in Action program. This program provides leaders with practical tools to incorporate inclusion efforts into the workplace, and through it, Boots and No7 Beauty Company have seen a positive shift in the way their leaders champion inclusion. Over 220 individual leaders have participated in Inclusion in Action live sessions, and many more have benefited from its online resources.

Reverse mentoring

The program at Boots and No7 Beauty Company has continued to grow, connecting senior leaders with volunteer mentors from one of the BRGs. Through shared personal experiences and collaborative learning, these partnerships drive positive change, fostering a more equitable and inclusive culture within WBA. We are proud that over 70 BRG members and 40 senior leaders are actively engaged in some form of reverse mentoring.

Promoting disability inclusion

Disability inclusion remains an increasingly important topic at WBA. We are doing everything possible to create a safe, inclusive and accessible environment that acknowledges and values the breadth of human experiences and perspectives. We understand that not everyone works in the same way and this includes those with physical disabilities as well as those who are neurodivergent. We foster an environment where everyone can thrive and contribute their unique skills and talents.



We continue to cultivate a safe, inclusive and accessible environment that acknowledges and values the breadth of human experiences and perspectives.



Cultivating an Inclusive and Supportive Workplace continued

Creating pathways for employment

In fiscal 2024, Walgreens continued its partnership with Neurodiversity in the Workplace to design plans and programs to recruit, attract, hire and retain neurodiverse talent. Walgreens also 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 Employee 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. In fiscal 2024, Walgreens has rolled out this program to over 1,100 stores, which has led to more than 3,700 total participants since the project's inception. Through TWG, 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 one of 13 Walgreens distribution centers or regional warehouses across the U.S.



Building an accessible and supportive workplace

Boots and No7 Beauty Company 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.

In fiscal 2024, Boots and No7 Beauty Company also launched a “virtual physiotherapy” program to support team members experiencing musculoskeletal conditions. Through this program, team members with absences exceeding two weeks due to these conditions can be referred by occupational health providers for virtual physiotherapy. This accessible support helps individuals manage their condition and potentially enables them to return to work faster.

Boots and No7 Beauty Company continued to work to improve the customer experience for those with disabilities, as the Health and Beauty Sector Sponsor and founding member of Purple Tuesday. In partnership with inclusive design specialists and a panel of disabled users, Boots and No7 Beauty Company underwent an Accessibility Audit of 64 products. This audit identified barriers faced by customers with disabilities and highlighted opportunities to enhance accessibility and inclusivity. Moving forward, Boots and No7 Beauty Company teams will continue to receive guidance and training to ensure continued progress against Purple Tuesday's goals.

WBA's commitment to disability inclusion extends across global markets. In Mexico, our program implements at least three campaigns annually, each specifically oriented toward promoting equity and inclusion. In Thailand, we actively foster inclusive principles to guarantee a positive workplace environment. We believe that by integrating these initiatives into our corporate culture, we can create a more inclusive and equitable workspace for all team members, regardless of their abilities or backgrounds.





Cultivating an Inclusive and Supportive Workplace continued

Empowering future talent

WBA actively collaborates with numerous organizations, educational institutions and universities to facilitate meaningful job opportunities for young people and support pharmacy training for students from diverse backgrounds.

Investing in education and opportunity Pharmacy Inclusion Scholarship Program

This program is designed to support pharmacy schools that are providing underrepresented minority students with positive educational experiences, while also increasing enrollment by underrepresented minority students. Over 290 students received scholarships through the program.

Hope Chicago

Since 2022, The Walgreens Foundation has supported Hope Chicago, a college scholarship program that has committed to investing in scholarships to Chicago's students and parents over the next decade.

The program currently has 1,800 scholars enrolled at various post-secondary institutions across Illinois. Through the program, Walgreens is able to expose students interested in healthcare sciences to the pharmacy career trajectory.

Both students and parents receive support services and scholarships, fostering mutual encouragement and shared success.

The King's Trust



Since 2019, Boots UK has worked in partnership with The King's Trust (formerly The Prince's Trust) to support young people in communities across the UK as they develop skills, confidence and self-esteem. Throughout the partnership, Boots UK has supported over 600 young people by providing them with employment and other opportunities.

A particular highlight from fiscal 2024 was that over 100 young people participated in Get Into programs across warehouse, stores and the customer service center. Additionally, fiscal 2024 marked the first Pride program in partnership with The King's Trust Nottingham center and the Pride BRG. This new two-day program centered around confidence, inclusion and non-traditional career paths. Team members from the Beauty teams in store and the BRGs shared their personal journeys and experiences at Boots UK as an inclusive workplace.

This year, Boots and The King's Trust celebrated five years of partnership and over £3.3 million (>\$4.1 million) in fundraising. Together, they created joint social content that shared insights from young people and team members of the Get Into programs at Boots.



 **290**

Over 290 students received scholarships through the program.



Cultivating an Inclusive and Supportive Workplace continued

Nottingham Trent University

Over the past decade, Boots UK has been an avid supporter of the Grads4Nottm initiative, a program run by Nottingham Trent University. The initiative engaged over 100 students in developing solutions for real-world business challenges faced by local companies. In fiscal 2024, Boots UK hosted 15 students who spent two weeks working on various projects within its marketing and supply chain, and quality and technical services departments. The primary goal of this initiative is to increase the number of graduates remaining in Nottinghamshire for employment by highlighting the diverse range of businesses and career opportunities available in the region.

**GRADS 4
NOTTM**
10 Years

Building a pipeline for future leaders Speakers for Schools

In fiscal 2024, Boots UK 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 the social mobility charity, Speakers for Schools, Boots UK had thousands of interactions with young people across 169 schools focused on guiding them toward future-forward careers.

Business in the Community: World of Work

In the Republic of Ireland, the Business in the Community World of Work program hosts a series of five workshops in eight schools 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 Ireland, and included sessions on sustainability and living a healthy lifestyle. During 2024, the program reached over 180 students and engaged 46 volunteers. Since the program's inception, it has reached over 1,860 students across Ireland and engaged over 460 volunteers.

**BUSINESS
IN THE
COMMUNITY
IRELAND**



Black Young Professionals Network

Boots and No7 Beauty Company are working with BYP Network to highlight career opportunities across the business with the aim of increasing representation of Black talent, where the data suggests the businesses could be more reflective of the local communities.

Skills for Chicagoland's Future

For the past decade, Walgreens has supported Skills for Chicagoland's Future, a nonprofit organization connecting overlooked job seekers to employment in Chicago. As part of its partnership, Walgreens has committed to a strategic recruiting relationship to connect unemployed and underemployed individuals to opportunities at Walgreens. In fiscal 2024, 18 team members were hired, resulting in over 500 hires to date, including pharmacy technician apprentices, shift leaders and customer associates.





3

Sustainable Marketplace



Our Impacts

Performance against targets

Achieved in fiscal 2024:

Boots and No7 Beauty Company products: Achieve 80% certified Roundtable on Sustainable Palm Oil (RSPO) palm oil through physical certification. In fiscal 2024 achieved **85% certified** RSPO palm oil through physical certification and the remaining 15% through RSPO small holders' credits. **Exceeded**

Walgreens-owned brand products:

Achieve **100%** of palm oil from RSPO palm oil through physical certification and credits. **Achieved**

Each following year, Walgreens aims to increase the physical certified portion by 5%. **Exceeded**

Walgreens: Spend \$700 million with Tier 1 and directed Tier 1 diverse suppliers. In fiscal 2024 spent **\$544 million** with Tier 1 and directed Tier 1 diverse suppliers. **Partially achieved**

By fiscal 2025:

Boots and No7 Beauty Company-owned brands: Achieve the UK Plastics Pact 2025 targets: 30% reduction in plastic packaging compared with fiscal 2018 baseline. **Achieved**

100% of plastic packaging reusable or recyclable by consumers. **Achieved**

and achieve 30% average post-consumer recycled content across plastic packaging. **Partially achieved**

By fiscal 2030:

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



Additional fiscal 2024 performance highlights

WBA: Over **4,000** of our U.S.-owned brand items carry a How2Recycle® label and 2,600 of our UK-owned brand items carry an On-Pack Recycling Label (OPRL), promoting industry-wide solutions involving recycling labeling.

Boots: Sustainable Living at Boots online shopping tools now featuring nearly **2,000** products with key sustainability attributes of "Be More": Plastic Free, Recycled, Reuse Ready, Vegan and Cruelty Free.

No7 Beauty Company: Liz Earle Beauty Company Ltd became B Corporation (B Corp) certified, further underscoring the brand's ambition to positively impact all stakeholders – team members, communities, customers and our planet.

WBA: Achieved an **88%** increase in owned brand suppliers participating in The Sustainability Insight System (THESIS) sustainability assessment program, driving transparency and improvement across their supply chain.

Boots: has been approved by Cruelty Free International's Leaping Bunny program across its own-brand cosmetics and personal care range*, at the time, becoming the biggest range of Leaping Bunny approved beauty products on the UK high street.

* Exclusions apply.



Introduction

Creating a Healthier Marketplace For All



As a company with own(ed) brands deeply ingrained in the lives of millions, we understand that our responsibility extends far beyond consistently providing quality and trustworthy products. We are dedicated to making choices that reflect our commitment to ethical sourcing, environmental stewardship and social responsibility – choices that contribute to a healthier planet and society.”

Rajnish Kapur
Senior Vice President and Chief Sourcing and Supply Chain Officer

We responsibly produce owned brand products, taking human and animal rights into account, and expect our suppliers to do the same. This commitment to quality allows WBA to meet patients’ and customers’ expectations for sustainable production, packaging and contributions to a circular economy.

Patient and Customer Experience: Empowering customers to make informed choices

Sustainable Products, Packaging & Circular Economy: Building an ethical and transparent supply chain

Our Sustainable Marketplace impacts in relation to the United Nations SDGs:





Our Owned Brands

WBA's diverse portfolio of owned brand products spans a wide range of categories. We continuously evolve our ingredient sourcing and packaging to meet both our own evolving standards and changing customer expectations. Our focus remains on developing, sourcing and packaging these products safely, responsibly, ethically and sustainably.

At a glance

No7 Beauty Company

With a heritage stretching back to 1935, No7 Beauty Company cultivates a portfolio of highly respected skincare and beauty brands. 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.

N^o7 BEAUTYCOMPANY

N^o7

LIZ EARLE

SOAP & GLORY

BOTANICS
THE POWER OF PLANTS

Sleek
MakeUP

Walgreens-owned brands

Built on a century-old foundation of integrity – “honest goods sold to honest people by honest methods” – Walgreens and Nice! offer a diverse portfolio of quality products across a wide range of categories.

Walgreens

nice!
SIMPLE • HONEST
DELICIOUS

Boots-owned brands

Trusted by customers for their affordability and accessibility, Boots-owned brands – including Boots Soltan, Boots Brand Healthcare, 17, and Natural Collection – offer a range of essentials, from healthcare and beauty products to quality sun protection.

Boots

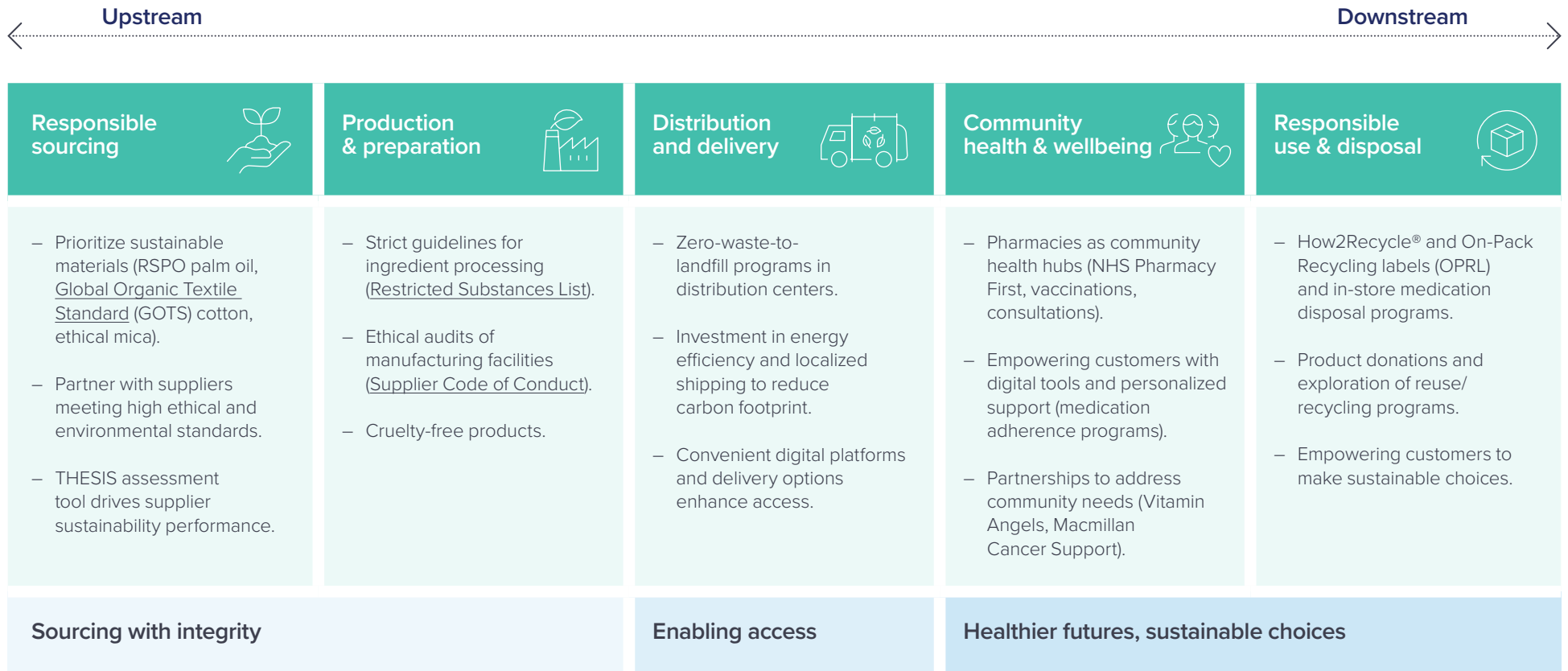
17. **Soltan**

**NATURAL
COLLECTION**



Our Value Chain Map

WBA's purpose is intrinsically linked to its value chain. We're committed to positive impact at every stage, from the responsible sourcing of our raw materials to the health outcomes our products and services enable in the lives of our customers and patients.





Patient and Customer Experience

Our focus on sustainability extends throughout our supply chain, from the raw materials we procure to the final products we offer to our customers.

We recognize our responsibility to provide transparent and accessible information, enabling our customers to make informed choices that align with their values. Our globally recognized and trusted brands carry a significant responsibility, one that we are privileged to uphold, ensuring that the trust our customers place in us remains unshaken.

Liz Earle – B Corp certified

Liz Earle Beauty Co. achieved B Corp certification, solidifying its commitment to responsible business practices. This prestigious certification underscores the brand's dedication to considering the impact of its decisions on all stakeholders – team members, communities, customers and the planet. B Corp certification signifies that Liz Earle meets rigorous standards of social and environmental performance, accountability and transparency, encompassing areas such as worker welfare, community engagement, sustainable sourcing and environmental impact. This achievement reflects the brand's deep-rooted values and ongoing efforts to create a positive impact.



We recognize our responsibility to provide transparent and accessible information, enabling our customers to make informed choices that align with their values.





Patient and Customer Experience continued

Sustainable Living at Boots

Understanding the increasing importance of sustainability for its customers, Boots implemented robust online tools to facilitate informed purchasing decisions. Initially launched in June 2021 as the “Be More” initiative, Boots’ commitment to transparent product information has evolved into the comprehensive Sustainable Living edit on its online store.

This dedicated section empowers customers to easily browse, identify and select products aligned with their values. Now featuring nearly 2,000 products, the Sustainable Living edit encompasses and expands upon the key sustainability attributes of “Be More”: Plastic Free, Recycled, Reuse Ready, Vegan and Cruelty Free. The integration of Cruelty Free International’s Leaping Bunny approval contributed to the increased product portfolio offered through the Sustainable Living online platform.

While UK and EU regulations prohibit animal testing for products sold in Europe, the Leaping Bunny certification provides an additional layer of assurance for customers, verifying that no animal testing has occurred anywhere in the world for these certified products, including Boots- and No7 Beauty Company-owned brands. By providing clear and accessible information, Boots empowers its customers to make conscious choices that contribute to a more sustainable future.



2,000

The Sustainable Living Hub now features nearly 2,000 products.

Promoting transparency and traceability

At WBA, we believe that transparency and traceability are essential for building trust with our customers and enabling responsible consumption. We are committed to providing clear and accessible information about our products and their impact, empowering customers to make informed purchasing decisions.

Product Sustainability Hub

We utilize our Product Sustainability Hub globally to strengthen collection of product and packaging level sustainability data and supplier disclosures via the hub’s interactive platform. Suppliers are required to affirm compliance with global product and packaging sustainability requirements, share crucial raw material sourcing information about our products and packaging and provide declarations on compliance with our sustainability requirements. The Product Sustainability Hub gathers information on the country of origin and certification level for each commodity, thereby enhancing supplier transparency through global reporting on key product sustainability attributes.

Product labeling

WBA supplier agreements specify that suppliers must meet regulatory requirements for labeling of ingredients on our owned brand products. We also continue to actively monitor and participate in discussions regarding state, national and global regulations to help prepare for compliance with these regulatory requirements.

WBA-owned brand items must be reviewed to carry a How2Recycle® label for U.S. products or an OPRL for UK products. WBA works with the Sustainable Packaging Coalition to implement the How2Recycle® label on an increasing number of our products. These labels are designed to provide customers with clear advice on how to recycle or dispose of packages. In fiscal 2024, 99.8% of all new items and artwork changes (such as rebrands) were routed through the How2Recycle® labeling process. Through our product and packaging 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 incorrectly flushed down toilets.



Patient and Customer Experience continued

Sustainable packaging solutions

Packaging waste remains a significant concern in our industry, with global regulatory efforts addressing this issue. At WBA, we are taking active measures to mitigate the adverse environmental impacts caused by packaging waste. We have made considerable progress in reducing single-use plastic components in our packaging, transitioning to alternative materials where possible. Our initiatives to enhance packaging sustainability encompass various areas including product design, industry collaborations, customer education, improved supplier data collection and more.

WBA has established public goals to reduce plastic packaging by 30% by 2030 for U.S.-owned brands. We also have a target to ensure 100% of owned brand plastic packaging is reusable or recyclable and to incorporate an average of 30% recycled content across all packaging by 2025 for UK-owned brands and by 2030 for U.S.-owned brands.

i More on WBA's efforts to find solutions for single-use plastics can be found in the Healthy Planet section on page 76.

As part of our plastic reduction efforts, we collaborate with suppliers to innovate packaging design. Whenever feasible, our new and relaunched products comply with guidelines concerning packaging type and plastic content.

These guidelines include:

- Optimize the amount of plastic used and minimize the number of different plastics in the design of packaging components.
- Maximize the potential for plastic to be reused or recycled by consumers.
- Use Post-Consumer Recycled (PCR) material wherever feasible, aiming for packaging with at least 30% minimum (by weight).
- Seek to eliminate materials that hinder recyclability and unnecessary single-use components and materials.

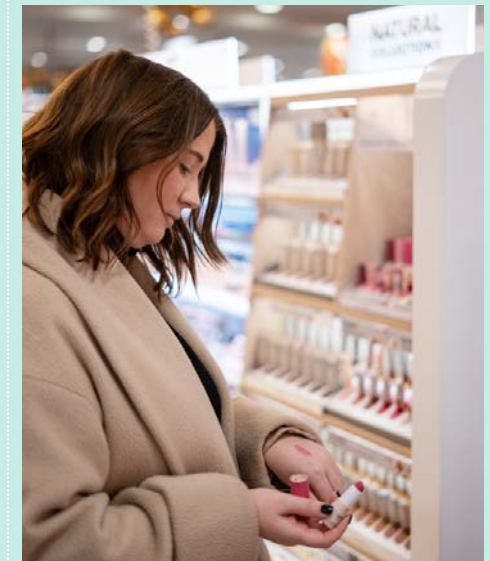
Legislation focusing on plastic content in wet wipes has gained attention. In line with a long-standing

commitment to sustainability and reducing plastic use, Boots and No7 Beauty Company-owned brands removed all wet wipes containing plastic from sale in stores and online in fiscal 2023.

Steady progress continues to be made by Boots and No7 Beauty Company aligned to the UK Plastics Pact which, when benchmarked, is in line with other retailers and the Home and Personal Care (HPC) subcategory. Strong progress has been made by Boots and No7 Beauty Company on eliminating problematic or unnecessary single-use packaging. However, off track against the PCR target, due to material availability and regulation prohibiting use in some applications. We will continue to focus on these targets, including those that are being extended by Waste and Resources Action Programme (WRAP) to 2030.



In fiscal 2024, Boots relaunched its vegan and cruelty-free owned brand cosmetics range, the Natural Collection, introducing over 100 products with a fresh new look. With fully recyclable packaging made from a minimum of 30% recycled materials, the collection is also made with 90% natural ingredients and is affordably priced, making it accessible to a wide range of beauty lovers.



↓ 30%

WBA has established public goals to reduce plastic packaging by 30% by 2030 for U.S.-owned brands.



Sustainable Products, Packaging and Circular Economy

WBA is unwavering in its commitment to ethical and responsible sourcing practices.

We hold ourselves and our suppliers to the highest standards, prioritizing fair labor practices, environmental stewardship and the safety of ingredients and materials used in our owned brand products and packaging.

Our commitment extends to enhancing traceability, enforcing third-party certifications, protecting workers' rights and supporting the responsible sourcing of raw materials.

We continued 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. More information about our foundational standards, policies and core principles in ethical sourcing can be found in the [ESG Technical Report 2024](#).



Sustainable Products, Packaging and a Circular Economy continued

Driving industry-wide impact

WBA is committed to fostering industry-wide sustainability solutions through active collaboration with various organizations, peers and government entities at all levels – national, international and local. Our focus lies in promoting affordable access to quality healthcare, enhancing transparency and driving sustainability. While adherence to legislation is fundamental, our commitment extends far beyond compliance, as reflected in our robust sustainability initiatives.

Our long-standing partnerships, often spanning years or even decades, enable us to identify areas of need and progress shared objectives. We concentrate our efforts on areas where we can make the most substantial positive impact. From addressing industry challenges as a retailer, to reducing the use of virgin plastics in supply chains, we work in collaboration with our peers and fellow industry groups to propel us forward. Together, we are pushing boundaries and setting new standards to enhance sustainability practices.

EU EcoBeautyScore Consortium

Boots and No7 Beauty Company are proud signatories of the [EcoBeautyScore Consortium](#). This consortium is a joint initiative by major global cosmetics companies and professional associations that seek to establish a transparent global environmental impact scoring system. The goal of this scoring system is to provide consumers with clear, comparable environmental impact assessments that can guide their purchasing decisions. This will contribute to meeting the growing consumer demand for increased transparency regarding the environmental impact of cosmetic products, including the formula, packaging and product usage.

UK/ROI deposit return scheme for single-use drinks

In the Republic of Ireland, the introduction of a nationwide Deposit Return Scheme mandated a refundable deposit on beverage containers at the point of sale, redeemable through reverse vending machines and manual takeback. All eligible Boots stores successfully implemented the scheme, creating a smooth transition with high levels of customer service supported by comprehensive training.

Boots continues to engage in legislative conversation, through its public affairs team, with the Department for Environment, Food & Rural Affairs (Defra). As part of the working group for the Government of Scotland's deposit return scheme for drink bottles, Boots is closely involved in shaping the scheme's potential nationwide implementation in 2027 with support from Defra. This scheme encourages retailers to establish in-store return points for all types of drinking bottles, promoting increased recycling rates.

WWF and Liz Earle

Commencing in fiscal 2022, Liz Earle Beauty Co. and WWF (World Wide Fund for Nature) have [initiated a three-year partnership](#) to protect and restore the UK's important seagrass habitats and promote biodiversity restoration for future generations. As part of this triennial collaboration, Liz Earle has pledged to raise funds for the Seagrass Ocean Rescue Solent Project run by [Project Seagrass](#), and spearhead awareness campaigns emphasizing the importance and necessity of biodiversity protection.





Sustainable Products, Packaging and Circular Economy continued

Responsible sourcing practices

At WBA, [responsible sourcing](#) is not merely a policy, but a core value deeply embedded in our operations. We understand the profound impact our sourcing practices have on both people and the planet, and we are dedicated to leveraging this impact for good. This commitment translates into actions to support fair labor conditions, minimize our environmental footprint and utilize our influence to drive positive change throughout our entire supply chain.

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 – consistent with our Global Minimum Standards for Product Sustainability and the Organisation for Economic Co-operation and Development guidance for responsible supply chains of minerals from conflict-affected and high-risk areas. [WBA's Responsible Minerals Sourcing](#) position statement details the expectation for suppliers to fully disclose the use of all mineral-based raw materials and component ingredients in finished products.

Mica, talc and cobalt are considered high-risk minerals due to their potential links to human rights abuses. When their use is unavoidable, we require our suppliers to be members of the Responsible Mineral Initiative or Responsible Mica Initiative to ensure these materials are sourced from appropriately accredited suppliers.

WBA is dedicated to continuous improvement in sourcing tantalum, tin, tungsten and gold responsibly. If any conflict minerals are utilized as raw materials or component ingredients in finished products under WBA-owned brands, we require our

suppliers to partake in annual due diligence efforts. This is to ensure that any conflict minerals sourced are obtained from conflict-free sources or those certified by a third-party audit program.

Supplier diversity

In fiscal 2024, Walgreens spent \$544 million on diverse Tier 1 and directed Tier 1 suppliers, and \$3.4 billion on diverse Tier 2 and directed Tier 2 suppliers.

To further support its especially small suppliers, Walgreens introduced special payment terms that offer smaller suppliers greater flexibility compared to traditional terms tailored for larger suppliers.

Supply chain transparency and engagement

WBA's global Supplier Sustainability Program measures suppliers' sustainability performance per product category. [The Sustainability Insights System](#), THESIS, is a holistic sustainability assessment tool used for this program that gauges supplier practices, performance and management on energy, water, ethics and more created by [The Sustainability Consortium](#).

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 continuous improvement. In fiscal 2024, WBA continued to grow and expand supplier participation in the tool, achieving an 88% increase in owned brand

suppliers' participation in the program. Suppliers participating in THESIS represented over \$1.4 billion in cost of goods.

In fiscal 2024, increased focus was placed on understanding our Scope 3 emissions and the net zero preparedness of our owned brand suppliers. To measure the progress our owned brand suppliers are making towards net zero emissions, we launched a new evaluation scorecard system called Net Zero Preparedness. This system assesses suppliers' readiness based on the information they provide in the THESIS system. Suppliers are scored and grouped into easy-to-understand ranges, from "zero" to "very high" levels of preparedness. By understanding a supplier's net zero preparedness, we can target them with the most relevant guidance, supporting

their improvement journey through the Net Zero Preparedness Improvement Pyramid.

Boots and No7 Beauty Company have also partnered with Manufacture 2030 (M2030), a platform dedicated to carbon reduction. This collaboration aids suppliers and manufacturers in measuring, managing and reducing their carbon emissions. The partnership not only provides Boots and No7 Beauty Company with comprehensive visibility of suppliers' emissions and reduction initiatives, but it also paves the way for suppliers to improve their operational and resource efficiency. This collaborative effort is a crucial part of a joint journey toward Boots achieving net zero emissions by 2050.

Walgreens participated in several summits to help support and identify new suppliers. In fall 2023, the business took part in the Supplier Diversity Summit hosted by partners ECRM. This event offered businesses the chance to consider retail product placement on shelves.



Sustainable Products, Packaging and Circular Economy continued

Sustainable materials and procurement

WBA recognizes the intricate link between raw material sourcing, environmental health and community wellbeing. That is why we prioritize sustainably sourced materials and responsible procurement practices, striving to minimize our ecological footprint, support sustainable livelihoods and champion the responsible use of our planet's precious natural resources. Our commitment to responsible and sustainable procurement ensures that our products align with ethical practices, respecting both the environment and human rights throughout our supply chains.

Tracing raw materials

WBA is committed to improving the traceability of raw materials used in its products to reduce environmental and social impacts. We prohibit the use of illegally cultivated and harvested sources, and the use of threatened or endangered species in any of our products or ingredients. We actively promote sourcing of raw materials that have been independently certified to recognized environmental, ethical or social standards.

Supplier sustainability summit and newsletter

Boots and No7 Beauty Company hosted an inaugural supplier sustainability summit in fiscal 2024. This landmark event saw robust participation from both internal stakeholders and suppliers, with more than 170 individuals from 127 suppliers and partners representing 22 countries. Attendees learned about the current and future sustainability focus areas, including the launch of the M2030 initiative.

Five expert speakers from organizations including M2030, The Sustainability Consortium, The Sustainable Procurement Pledge, Potter & Moore and Croda shared their insights. The summit also featured the first-ever Supplier Sustainability Awards, recognizing Attends (Carbon Impact Award),

Blue Sky Botanics (Sustainable Products and Materials Award) and Zobelle (Responsible Sourcing Award) for their exceptional commitment to sustainable practices.

Beyond the virtual attendees, over 40 Global Sourcing colleagues participated in an in-person watch party. Due to the event's success and requests for more frequent updates, the summit will now be a biennial event.

Following the positive reception of the summit, Global Sourcing rolled out a Supplier Sustainability Newsletter in fiscal 2024 for Boots and No7 Beauty Company suppliers. This newsletter keeps suppliers informed about enhancements and shifts within the industry, while also sharing

updates on Boots and No7 Beauty Company's sustainability progress and best practices. The inaugural edition highlighted key takeaways from the summit, Boots Leaping Bunny success, and the launch of THESIS 2024 campaign.



Animal testing ban

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 April 2024, Boots entire owned brand cosmetics range was awarded Cruelty Free International Leaping Bunny approval. At this time, making it the largest range of Leaping Bunny-approved beauty products on the UK high street to achieve this internationally recognized gold standard for cruelty-free consumer products.

Over 500 Boots-owned brand beauty products, spanning cosmetics, skincare, personal care and grooming, now carry the Leaping Bunny approval¹. This includes products from renowned Boots and No7 Beauty Company brands such as Liz Earle, Botanics, 17., Soap & Glory, Soltan, Natural Collection, Tea Tree & Witch Hazel and A Little Something.

¹The Cruelty Free International 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.

500

Over 500 Boots-owned brand beauty products now carry [Cruelty Free International Leaping Bunny approval](#).



Sustainable Products, Packaging and Circular Economy continued



Certain raw materials used in our products and packaging, such as palm oil, wood, pulp, paper and shea, are associated with higher environmental or social impacts. Beyond our stringent minimum requirement standards for these ingredients, we annually report on their sourcing to reinforce our commitment to responsible sourcing practices and monitor our ongoing progress.

Pulp and paper sourcing

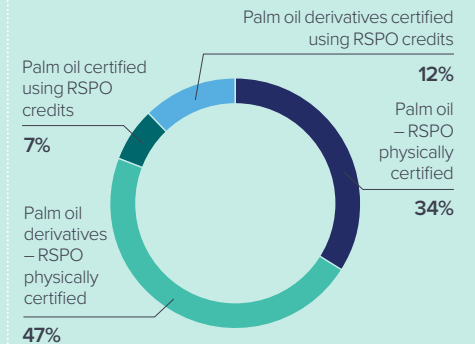
WBA continues to uphold its commitment to collaborate with suppliers, supporting their efforts to ensure that the wood, pulp and paper materials utilized in its products and packaging do not contribute to deforestation, ecosystem degradation or illegal harvesting. Furthermore, Boots- and No7 Beauty Company-owned brands require all wood, pulp and paper materials be sourced from verified recycled sources containing at least 50% post-consumer content or from responsibly managed forests.

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, this crop and its production have been associated with environmental and human rights violations in some regions. Recognizing its crucial role in many of our products and the need for sustainable farming practices, Boots was one of the first retailers to join the RSPO in 2006.

As an RSPO member, WBA is committed to implementing the RSPO Shared Responsibility requirements within its palm oil related operations. In calendar 2023, we prioritized purchasing RSPO smallholder credits to support smallholder farmers and their initiatives related to palm cultivation.

This effort aimed to promote sustainable palm farming practices and encourage their participation in this journey. WBA also continued its efforts to increase the use of physically certified, RSPO-certified sustainable palm oil. The percentage of physically certified material reported to the RSPO increased in calendar 2023.





Sustainable Products, Packaging and Circular Economy continued

Shea sourcing

Several of our skincare and beauty brands, including Liz Earle, incorporate shea butter as a moisturizing ingredient in their products. Since fiscal 2019, WBA has been a member of the nonprofit Global Shea Alliance (GSA), aligning with its vision to promote economic empowerment of women as well as addressing sustainability challenges in the shea butter industry. Additionally, No7 Beauty Company-owned brands have joined the Union for Ethical BioTrade. This globally recognized organization promotes sustainable business practices, ensuring that ingredient sourcing respects biodiversity and local communities.

Cotton sourcing

Due to the potential risk of forced labor usage in the cotton harvesting, processing and goods manufacturing supply chain, WBA has enhanced its supply chain transparency due diligence efforts for products containing cotton. In fiscal 2024, we began requiring our owned brand suppliers to declare the origin of cotton used in their products. Through a third-party testing, we have started systematically validating suppliers' claimed cotton origins. This process also screens items to ensure cotton materials are not sourced from high-risk regions. At Boots, all cotton wool utilized in owned brand products holds a GOTS certification. This means that the crop is cultivated without toxic persistent pesticides or synthetic fertilizers, thereby safeguarding soil fertility, the environment and the health of the cotton farmers and their families.

Cage-free eggs

In 2022, Walgreens achieved a goal of offering 100% cage-free shell and liquid eggs in stores across the U.S., a target initially set for 2025. While Boots has exclusively provided free-range eggs and egg-derived ingredients for all its owned brands and food products since 2017.

In 2024, both Walgreens and Boots upheld this commitment, acknowledging the shift in customer preferences toward sustainable and ethically sourced products, thereby enhancing the availability of such products in local communities.



100%

In 2022, Walgreens achieved a goal of offering 100% cage-free shell and liquid eggs in stores across the U.S.





4

Healthy Planet





Our Impacts

Performance against targets

By fiscal 2030:

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

Reduced emissions by a further 6 percentage points in fiscal 2024 taking cumulative reduction to **29%**.

On track

Boots UK: Reduce food waste by 50% from the 2015 baseline, as part of the Waste and Resource Action Program (WRAP) Food Waste Reduction Roadmap. We continue to reduce overall tonnes of food waste year over year and are working towards our goal of reducing waste as a percentage of sales by 50%.

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



Additional fiscal 2024 performance highlights

Walgreens: By fiscal 2024, nearly 5,600 Walgreens locations were equipped with new Energy Management Systems (EMS), contributing to significant energy savings.

Boots: Reduced stores power consumption by 4.2% in 2024 saving 7,652,362 kWh.

Walgreens: Expanded its localized shipping model in fiscal 2024, with 68% of shipments now traveling less than 150 miles, compared to just 3% under the previous centralized shipping model.

Boots: Recycle at Boots now has over 270,000 registered users across 800 UK stores, has issued over 870,000 rewards, and recycled over 5 million products, diverting 255 metric tonnes of plastic waste from landfill.

Farmacias Benavides: In Mexico, achieved 85% of projected energy savings, resulting in annual energy savings of at least 218,000 kWh.

Boots: Replaced trailers used in trunking operations with high-cube capacity double-deck wedge trailers, cutting approximately 25 trunking trips per week.

Walgreens: Saw a 15% increase in fill rate, an over 24-point improvement in Net Promoter Score (NPS), and a 27% increase in perfect orders through the localized hub model.

Farmacias Benavides: Recycled 548,166 kilograms of cardboard and paper, 42,681 kilograms of PET and plastics, 457,512 kilograms of wooden pallets and 25,687 kilograms of metal waste in fiscal 2024.

Alliance Healthcare Deutschland:

Reduced heating and electricity CO₂ emissions by 320 tonnes, or 3.2%, by Q3 in fiscal 2024, and transportation emissions by 1,147 tonnes, or 4.6%.

Boots: Lightfoot system has generated fuel savings of over £990,000 (\$1,247,000), over £140,000 annually (\$176,000), and reduced CO₂ emissions by 2,400 tonnes (over 320 tonnes annually) since its installation.

Boots UK: Partnered with Olio, a food-sharing app, to reduce food waste and support local communities. In fiscal 2024, this partnership expanded to 600 stores, redistributing over 450,000 surplus food items and strengthening community ties.



Introduction

Supporting Environmental Change



The last year has brought environmental challenges, from heatwaves to floods, emphasizing the need for action. These events show the connection between the health of people and our planet and we are committed to addressing these issues in a way that ensures a sustainable and healthy future for both.”

Una Kent

Vice President of ESG and DEI, International
David Macdonald
Vice President Sustainability, U.S.

We are efficient with our resources and remain focused on meeting our reduction targets for emissions, waste and plastic, while expanding recycling initiatives.

Climate Change Resiliency



Responsible Waste Management and Reduction Within Our Operations: Minimizing waste and embracing circularity



Our Healthy Planet impacts in relation to the United Nations SDGs:





Climate Change Resiliency



We recognize that a healthy planet is essential to the wellbeing of the communities we serve.

Our carbon emissions target

We recognize that a healthy planet is essential to the wellbeing of the communities we serve. We understand that climate change is driven by human activities, and we are committed to taking meaningful action to reduce our environmental footprint, creating a healthier future for both people and the planet. Our efforts are focused on sustainability, with a commitment to reducing our impact and promoting long-term environmental health.

WBA has continued to execute against its global emissions reduction targets, which include an ambition to reduce its total emissions by 30% by the end of fiscal 2030. At the end of fiscal 2024, WBA was able to reduce its Scope 1 and Scope 2 emissions by 29% compared to the 2019 baseline. Details on progress against our emissions reduction goals can be found on page 66.

To position WBA to meet its reduction targets, it continually seeks opportunities to advance energy efficiency in its largest business, Walgreens. With more than 8,560 retail and healthcare locations 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 fiscal 2030 goals.

Our progress

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 greenhouse gas (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"). WBA 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.



Climate Change Resiliency continued

Managing energy use

During fiscal 2024, 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 (PV) systems; use alternative energy management programs; and participate in demand-response curtailment programs during peak periods.

Since fiscal year 2020, Walgreens has made significant progress in upgrading its locations with advanced EMS. By fiscal 2024, nearly 5,600 locations have been equipped with new EMS technology through the Company's capital investment program. These systems enable remote monitoring and control of HVAC and lighting, enhancing operational efficiency and supporting Walgreens' demand response initiatives across the country.

In fiscal 2024, Walgreens continued its efforts to reduce energy consumption and optimize energy efficiency across its operations through the EMS program:

- at least one rooftop HVAC unit was replaced at more than 220 locations.
- interior lighting upgrades at 12 locations.
- three new locations received EMS installations.

Continuing its commitment to sustainability, Walgreens has advanced its efforts to replace fluorescent lighting systems with energy-efficient LED lighting. This transition not only modernizes the store environment but also contributes to significant energy savings and ensures compliance with local regulations. The phased replacement of older refrigerants with more environmentally friendly alternatives is also ongoing, as Walgreens aims to further reduce its carbon footprint.

Beyond the U.S.

In fiscal 2024, Boots strengthened its commitment to energy efficiency by advancing key initiatives, including the installation of LED lighting, the implementation of chiller doors and the optimization of voltage across its operations complemented by strategic capital maintenance programs, such as HVAC upgrades, which inherently boosted energy efficiency and further aligned with Boots' sustainability goals. Additionally, Boots conducted a successful LED relamping trial, paving the way for a more cost-effective and accelerated transition to LED lighting across the remaining store locations, thereby significantly reducing overall energy consumption.

In Boots Ireland the LED lighting upgrade across the estate nears completion seeing an average of 20% in energy savings.

In Mexico, Farmacias Benavides contributed to energy management efforts by converting cold rooms to refrigerators in pharmacies.



Part of a broader strategy aimed at annual energy savings of at least 218,000 kWh covering maintenance activities in HVAC and optimization of cold room performance. By end of fiscal 2024, 85% of the projected energy savings had been achieved.

Alliance Healthcare Deutschland (AHD) made significant strides in reducing carbon emissions through modernization efforts. AHD consolidated from three sites into a new, modern facility in Erlangen, equipped with a PV rooftop installation. This move led to a reduction in heating and electricity CO₂ emissions by 320 tonnes, or 3.2%, by the end of Q3. Additionally, AHD optimized its transportation routes and implemented an incentive plan to reduce the carbon footprint of product deliveries, resulting in an over 1,140-tonne reduction in CO₂ emissions, or 4.6%, from delivery operations and business travel.





Climate Change Resiliency continued

Volunteer reforestation campaigns

In calendar 2024, Farmacias Benavides in Mexico successfully completed a major volunteer reforestation effort, planting over 700 trees. Initially faced with challenges due to extreme weather and road damage, which made the original site inaccessible, the team adapted by adopting and planting on one hectare of land. This approach not only ensured the successful planting of the trees but also reinforced Farmacias Benavides' commitment to environmental sustainability and its ability to overcome obstacles in pursuit of its reforestation goals.

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. See Healthy Communities for details on Walgreens' health services in response to natural disasters.

Renewable energy transition

Where strategically feasible, WBA looks to power its operations through certified renewable energy from wind, solar or hydro. In the Republic of Ireland, 100% of our Boots stores are powered by certified renewable energy.



Harnessing solar power: a step towards on-site renewable energy

For over 10 years, Boots has demonstrated its commitment to renewable energy by purchasing Renewable Energy Guarantees of Origin (REGO) certificates. This strategic choice has enabled the company to report that approximately 98% of the electricity used in its stores was sourced from renewable energy, highlighting its ongoing efforts to reduce its carbon footprint and promote sustainability.

In fiscal 2024, Boots made a significant stride in its renewable energy efforts by partnering with a landlord to install a solar PV array on the roof of one of its stores. This collaboration, the first of its kind for Boots, highlights the power of working with property owners to integrate on-site renewable energy solutions.

This initiative not only reinforces Boots' commitment to sustainability but also serves as a model for future renewable energy projects across its portfolio.

In fiscal 2024, a decision was made to move away from REGOs and intensify efforts to further reduce energy consumption across all Boots facilities and stores. This includes initiatives such as transitioning to LED lighting, installing more efficient chiller doors, and introducing voltage optimization technology. An essential part of Boots' (and all businesses') drive to net zero is a grid that is primarily powered by renewable energy sources such as wind, solar, hydro or nuclear. In this regard, the business is exploring self-generation opportunities such as solar arrays.

Walgreens alternative energy project

In fiscal 2024, an example of how Walgreens reinforced its commitment to sustainability is by significantly reinvesting in modernizing and improving energy efficiency in its Evanston, Illinois store. Upgrades included higher efficiency LED lighting and a more efficient natural refrigeration system that reclaims heat to offset building demand. Additionally, Walgreens continues to harness renewable energy through geothermal wells, solar panels and advanced wind turbines. These efforts not only reduce energy consumption, but also enhance the store environment, creating a healthier and more sustainable shopping experience.





Climate Change Resiliency continued

Optimizing transportation and logistics

WBA fiscal 2024 emissions from product delivery increased by 1.0% compared with our baseline year of fiscal 2019.

Walgreens fleet efficiency

Walgreens continues to implement strategies that improve fleet efficiency while working to reduce emissions. In fiscal 2024, Walgreens significantly expanded its localized shipping model by adding approximately 50 new hub stores, bringing the total to over 540. These strategically placed locations in high-demand markets have improved delivery times, reduced emissions and lowered shipping costs. Walgreens also introduced a new feature allowing customers to opt into same-day delivery via DoorDash and Uber at no additional cost to the customer. The delivery distance for these partners has been extended making more orders eligible for the same-day delivery option.

Since the first quarter of fiscal 2024, Walgreens has seen a 15% increase in fill rate, an over 24-point improvement in NPS and a 27% increase in perfect orders. The average time from order placement to delivery has decreased from 3.6 days to 2.6 days through the localized hub model. The environmental impact has been positive, with 68% of shipments now traveling less than 150 miles, compared to just 3% under the previous centralized shipping model, significantly contributing to Walgreens' efforts to reduce emissions and lower its carbon footprint.

Walgreens' conventional trucks feature advanced fuel economy modifications such as trailer skirts and air shields, leading to a 4.3% improvement in miles per gallon in fiscal 2024 and surpassing industry averages. Although zero-emission trucks are currently limited by their range, Walgreens is addressing this by incorporating new CARB-compliant engine specs and optimizing delivery routes. Efforts to maximize trailer space and minimize empty miles have further improved fleet efficiency. The addition to the New York fleet of electric vehicles, initiated in mid-June 2024, underscores Walgreens' commitment to sustainable transportation, resulting in substantial diesel savings and reduced emissions. In fiscal 2024 Walgreens invested in two additional electric yard spotters at its California distribution centers.



Boots fleet efficiency

Boots relies on third-party providers to manage its transportation fleet, including XPO, which handles trunking operations between its main picking sites at Burton and Nottingham and the Cross Dock Centers (CDCs) network, and Alliance Healthcare, which is responsible for CDCs and last-mile deliveries to stores. Both providers consistently replace older vehicles with newer, more efficient models to reduce emissions. The business also utilizes Microlise technology to monitor and improve driver performance, such as reducing aggressive driving behaviors.

Boots, which relies on third-party providers like XPO for trunking operations and Alliance Healthcare for last-mile deliveries, is also making strides in transportation efficiency.

To further improve sustainability, Boots has replaced all trailers used in trunking operations with high-cube capacity double-deck wedge trailers, cutting approximately 25 trunking trips per week. Additionally, Boots manages the fill rates of Unit of Delivery containers and trailers to maximize efficiency, and its "Boots Collect" backhaul program minimizes road miles by fully utilizing returning trunks.

Boots is actively exploring innovative strategies to reduce transportation emissions. A recent shift from diesel to Hydrotreated Vegetable Oil (HVO) in its 10 shunting vehicles has led to an annual reduction of around 300 tonnes of carbon emissions. The company is now considering expanding HVO use across its trunking fleet while evaluating cost and availability.



27%

Walgreens has seen a 15% increase in fill rate, an over 24-point improvement in NPS and a 27% increase in perfect orders.



Climate Change Resiliency continued

Furthermore, Boots is in the early stages of exploring the use of trains to deliver goods to its Scotland CDC and utilizing passenger trains for stock deliveries to train station stores, showcasing its commitment to sustainable transportation.

In addition to these initiatives, Boots has been using Lightfoot, a telematics system installed in 2017, to monitor and improve driver performance in areas like cornering, acceleration and braking. Since installation, the system has generated fuel savings of approximately £992,000 (\$1,249,910), £141,000 (\$177,659) annually and reduced CO₂ emissions by about 2,400 tonnes (over 320 tonnes annually). Nationally, the driver population has consistently scored above 93% for driving performance, exceeding the standard target by 8%.

As part of the fleet modernization plan, Boots is replacing 400 vans, reducing emissions by 25%. Boots is working on an AI project in collaboration with a government-funded initiative to integrate third-party deliveries into its Boots Healthcare Logistics (BHL) network, potentially reducing the number of journeys and CO₂ emissions.



400

Boots is replacing 400 vans, reducing emissions by 25%.

To optimize delivery routes, Boots has a project in place to upgrade its routing software to the latest version, which is expected to improve route efficiency by increasing drops per hour and reducing the total number of routes needed. A “back to basics” hub visit schedule is also underway to review location setups, such as servicing care homes from closer stores to cut down on mileage.

Finally, Boots is collaborating with third parties to integrate deliveries into its BHL routes, further reducing CO₂ emissions through the consolidation of transportation efforts. These combined initiatives reflect Boots’ comprehensive approach to fleet efficiency and its commitment to reducing environmental impact.

Boots is actively exploring innovative strategies to reduce transportation emissions.





Responsible Waste Management and Reduction Within Our Operations

To minimize our environmental impact, enhance efficiencies, and foster a company culture centered on waste management principles, we regularly conduct waste audits.

Reducing and diverting waste

This section of our ESG Impact Report 2024 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. To minimize our environmental impact, enhance efficiencies, and foster a company culture centered on waste management principles, we regularly conduct waste audits. These audits help us gain insights into the nature and quantity of our waste, allowing us to implement more effective strategies for reduction and management.

Waste is a local issue and is managed differently across geographies, with an emphasis on partnership and overall waste reduction. In the U.S., the Environmental Protection Agency 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.

AHD has made significant progress in waste reduction by adopting a strategic approach that prioritizes waste avoidance, followed by reusing, recycling and minimizing consumption. AHD has focused on reducing packaging to lower transportation costs and waste disposal needs while optimizing processes for waste separation and recovery. These efforts have not only improved waste management efficiency but also enhanced the monetization of



Responsible Waste Management and Reduction Within Our Operations continued

recyclable materials. By the end of Q3 in fiscal 2024, AHD successfully reduced total waste generated and disposed of by over 350 tonnes, representing an over 5% reduction year-to-date.

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 Retail Industry Leaders Association (RILA) in the U.S., Walgreens is supporting efforts to increase recycling and reuse in the retail

industry. Walgreens is a member of RILA's Sustainability and Environment & Waste Compliance committees that promote collaboration on key issues such as energy use, GHG emissions reduction, regulation review and response, waste generation reduction, and the circular economy.

Since its introduction in fiscal 2020, the Boots Environmental Experts (BEE) online training has been widely embraced by Boots UK team members. Building on this momentum, a new net zero training module launched in May 2024 has already been completed by approximately 25,000 team members, further supporting our environmental initiatives. As we enter fiscal 2025, Boots is committed to enhancing the BEE training course, ensuring it remains relevant and fully integrated with the net zero module and will also continue to build on the success of the first net zero module. This update will empower our team members with the knowledge and tools they need to stay current with best environmental practices and actively contribute to our net zero goals.

Zero waste to landfill programs

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 fifth year in a row, over 99.5% of Boots UK's operational waste was diverted from 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. The Walgreens support center and WBA global headquarters in Deerfield, Illinois, continued the ZWTL program. The distribution centers and related facilities in the U.S. and Puerto Rico also improved waste diversion rates. In fiscal 2024, 99% of waste from distribution centers was diverted from landfill.





Responsible Waste Management and Reduction Within Our Operations continued

Advancing recycling and reuse

Marketplace recycling programs

In fiscal 2024, Boots advanced its zero-waste and recycling efforts across retail locations. The central operations team updated store waste management practices, integrating new recycling guidelines into standard procedures to improve compliance. Key initiatives included regular warehouse checks, internal communications to engage team members and maintenance of in-store takeback schemes for hard-to-recycle plastics.

Additionally, Boots issued reusable coffee cups to all team members, eliminating single-use cups and contributing to a reduction in general waste. The removal of single use cups contributed to a reduction of 4 tonnes of waste year-on-year at the Boots UK support office.

Boots also made progress in reducing plastic waste and boosting recycling rates by sponsoring [Recycle Week](#) in October 2023. The theme,

The Big Recycling Hunt, focused on “missed capture” – items that can be recycled but are commonly overlooked at home. Boots also maintains active memberships in industry groups such as Waste and Resource Action Program (WRAP) and the [Sustainable Medicines Partnership](#), further underscoring its dedication to environmental responsibility. Boots looks forward to sponsoring this event again in 2024.

Boots recently introduced PenCycle, a pioneering recycling program in the UK developed in partnership with Novo Nordisk, a manufacturer of injectable pens and needles. Patients can return used plastic prefilled insulin injection pens, prescribed by any pharmacy, to any Boots pharmacy location. Approximately 85% of each pen is recycled into plastic products such as furniture and lamps, diverting waste from landfill. In fiscal 2024, the program successfully recycled around 15,000 items.

Boots Opticians also launched an eco-friendly eyewear collection, offering frames made from sustainable materials like recycled plastic and bio-based acetate. This initiative supports Boots' commitment to reducing environmental impact, providing greener choices for customers, and promoting responsible consumption. The frames are paired with eco-conscious packaging to minimize waste, further reinforcing the company's efforts to integrate sustainability into its product offerings.



Boots Thailand launched a comprehensive campaign to raise awareness about recycling at both the store and office levels. This initiative focused on communication and team member engagement, driving greater participation in recycling efforts. At the support office, recycle bins are in place for employees to promote a culture of practical waste management. The campaign has been instrumental in promoting sustainable practices among team members and customers, further contributing to Boots' broader environmental goals.





Responsible Waste Management and Reduction Within Our Operations continued

Recycle at Boots

In 2020, Boots UK and No7 Beauty Company launched the innovative Recycle at Boots program, making it easier for consumers to give a second life to hard-to-recycle health, beauty, wellness and dental product packaging, such as toothbrushes, toothpaste tubes, lotion pumps and make up palettes. The Recycle at Boots scheme was 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. The program was expanded to the Republic of Ireland in February 2023. As of August 2024, the scheme in the Republic of Ireland has over 10,000 registered users, with nearly 150,000 items scanned and 80,600 items recycled. In return, more than 13,000 Loyalty Rewards have been issued.

Since its launch, Recycle at Boots has grown exponentially and is now available in 800 stores across the UK. There are now over 270,000 users in the UK who have deposited and recycled over 5 million products, diverting 255 metric tonnes of plastic waste from landfill. Recently, Boots expanded its recycling efforts to include medicine blister packs, a major industry challenge, and trialed this in 100 locations with plans for nationwide expansion in fiscal 2025. Boots also introduced a new downloadable app to enhance the customer journey and better engage suppliers and consumers, offering prompts and notifications to encourage recycling habits, contributing to its circular economy approach.

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.



800

Recycle at Boots has grown exponentially and is now available in 800 stores across the UK.

270,000

There are now over 270,000 users in the UK who have deposited and recycled over 5 million products.

In February 2024, Boots Ireland won the PwC Business Post Sustainable Business Award for Waste and Circular Economy Project of the Year, recognizing its efforts in waste reduction and circular economy practices through the Recycle at Boots program.



Boots Ireland was honored with the Sustainable Retailer of the Year award at the Retail Excellence Ireland Awards.



Reducing plastic waste and industry collaboration

Walgreens is actively working to reduce its reliance on single-use materials by exploring innovative design solutions and implementing sustainable practices that align with its commitment to environmental stewardship.

Walgreens is making strides in reducing plastic waste and informing its customers on how to appropriately dispose of owned brand packaging. See Sustainable Marketplace for more information on our programs.

Boots continued multiple plastic reduction programs through fiscal 2024, including at retail checkout, customers continue to be offered unbleached bags made from 100% recycled brown paper printed with water-based ink. Since implementing this change, Boots has significantly reduced plastic use across store operations.





Responsible Waste Management and Reduction Within Our Operations continued

- 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.
- Since the end of calendar 2022, Boots has offered completely plastic-free deliveries for its online orders.
- Boots continued its partnership with POPAI, an industry body that supports manufacturers of point of sale and marketing materials, and use of Sustain(R), a web-based sustainability tool measuring the environmental impact of in-store display units produced for Boots UK stores. Sustain(R) issues a rating for displays, which Boots UK uses to understand the environmental impact and product marketing and work with manufacturers to reduce impacts.

In Mexico, Farmacias Benavides has also taken significant steps to reduce waste and promote recycling. A notable initiative is its plastic bottle cap collection program, where team members at the pharmacy's support center and distribution center deposit caps that are then donated to an association supporting children undergoing chemotherapy. Furthermore, Benavides has achieved considerable recycling results, including 449 kg of cardboard and paper and 466 kg of PET and plastics from their Support Offices. The Distribution Center contributed by recycling 547,717 kg of cardboard and paper, over 42,215 kg of PET and plastics, 7 kg of aluminum, over

457,512 kg of wooden pallets, and 12,538 kg of metal waste. These efforts highlight Benavides' commitment to environmental responsibility and its active role in reducing waste across its operations in fiscal 2024.

Repurposing waste

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.

Boots has fostered a partnership with Veolia, a waste contractor, focusing on creative solutions to elevate their combined environmental impact. This collaboration aims to transform waste into usable resources, furthering WBA's commitment to sustainability and resource efficiency.



Product donation strategy

WBA's product donation strategy enhances the Company's efforts to support communities while minimizing waste. Instead of returning excess inventory to brands for disposal, Walgreens donates products directly from stores and distribution centers to partner organizations. This includes non-perishable food, personal care items, Walgreens-owned brands, and seasonal products.

Central to this process is the Greenbox program, which streamlines donations. Store team members identify qualifying items and place them in boxes labeled for donation. These are sent to distribution centers, checked for compliance, and then consolidated onto pallets for distribution. All items are scanned and tracked from the store to their final destination, ensuring full transparency and compliance.

Walgreens measures success through metrics such as the total weight of donated inventory and compliance with safety standards. In fiscal 2024, the program expanded, allowing suppliers to leave products for donation, reducing waste and increasing the variety of items reaching underserved communities, such as feminine hygiene products and personal care items. The program is both a waste mitigation effort and a key pillar of Walgreens' community support initiatives.

Alongside its efforts to advance recycling and reuse, WBA has supported The Hygiene Bank since 2020, partnering with Boots and No7 Beauty Company to combat hygiene poverty affecting 4.2 million adults in the UK. This initiative not only provides essential personal care products but also promotes the responsible disposal and recycling of hygiene items. Please refer to The Hygiene Bank section on page 28 for further details on our product donation program.

Responsibly managing food waste

Boots has also partnered with Olio, a food-sharing app, to reduce waste and support local communities by redistributing surplus food products. In fiscal 2024, the partnership expanded to 600 stores, resulting in more than 450,000 meals being donated. The items collected tend to be distributed within local communities adjacent to the stores which brings communities and Boots closer together.

600

Partnership with Olio expanded to 600 stores resulting in more than 450,000 meals being donated.



5

Additional Information



Our Commitment to Transparency

About this report

Walgreens Boots Alliance, Inc. (WBA) publishes its ESG Impact Report 2024 document on an annual basis to transparently disclose its environmental, social and governance (ESG) commitments, process and progress against select targets.

Reporting period

The reporting period covered in this ESG Impact Report 2024 is Sept. 1, 2023 to Aug. 31, 2024, unless otherwise stated. Our fiscal year ends on Aug. 31, and references herein to “fiscal 2024,” “fiscal 2023” and “fiscal 2019” refer to our fiscal years ended on Aug. 31, 2024, Aug. 31, 2023 and Aug. 31, 2019, respectively.

Reporting boundaries

Performance and other data contained in this ESG Impact Report 2024 focus on the achievements and plans of WBA and its subsidiaries. More on our approach to ESG reporting can be found on page 80.

Disclosures

WBA management has prepared and approved the information and data contained in this ESG Impact Report 2024. We believe that this ESG Impact Report 2024 accurately represents our activities and progress for the fiscal year ending Aug. 31, 2024.

This ESG Impact Report 2024 is submitted to the Board and was reviewed and approved by the ESG Committee, comprised of senior executives across the Company’s key businesses and departments.

Safe harbor provisions

This ESG Impact Report 2024 includes forward-looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. See the cautionary note regarding forward-looking statements on page 81.



For additional information or inquiries on this ESG Impact Report 2024 please contact us at ESG@wba.com.





Our Approach to Reporting

WBA uses widely accepted sustainability reporting standards to transparently and credibly report on its annual ESG progress. Our reporting aligned to these standards can be found in the [ESG Technical Report 2024](#).



Global Reporting Initiative (GRI)

Consistent with past reports, our ESG Report 2024 has been prepared in accordance with the GRI Universal Standards.



Sustainability Accounting Standards Board (SASB)

This is our fifth year reporting against the SASB Standards and our third since SASB was made part of the International Sustainability Standards Board (ISSB) of the IFRS Foundation. In the ESG Report 2024, 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 ON CLIMATE-RELATED FINANCIAL DISCLOSURES

Task Force on Climate-related Disclosures (TCFD)

In the ESG Report 2024, we report in alignment with the 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, and metrics and targets accordingly.



United Nations Global Compact

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' SDGs.



Note: Boundaries for information presented within this ESG Impact Report 2024 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 this ESG Impact Report 2024.



Legal Notice

Forward-looking statements

All statements in this ESG Impact Report 2024 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 ESG Impact Report 2024, whether as a result of new information, future events, changes in assumptions or otherwise. Please see Walgreens Boots Alliance's latest [Form 10-K](#) and subsequent SEC filings for a discussion of risk factors as they relate to forward-looking statements.

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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, 2024. The most significant rates are 1.26 U.S. dollar per British pound sterling and 1.08 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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