

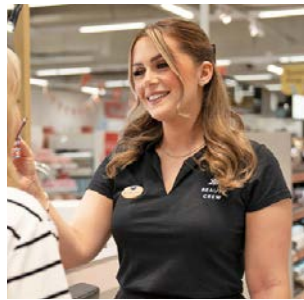
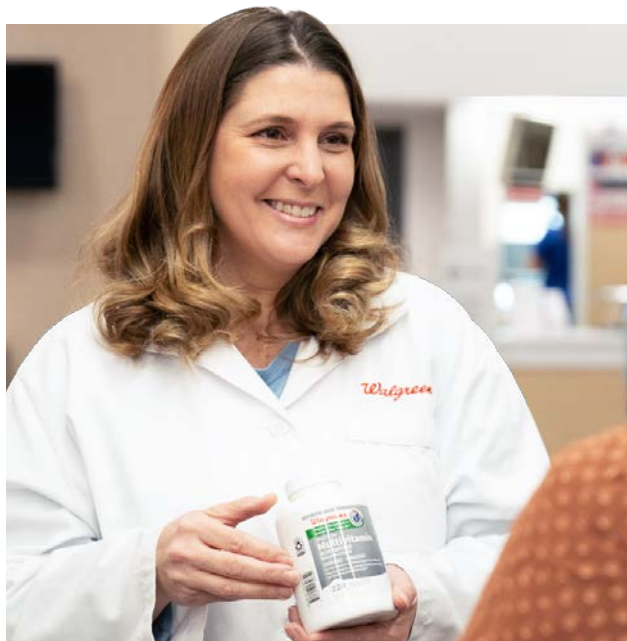
Enabling Healthy Futures

Environmental, Social and Governance

Technical 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.

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) Technical Report 2024 (ESG Technical 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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About This Report

GRI 2-2, 2-3, 2-5

WBA publishes an ESG Report on an annual basis to transparently disclose its ESG commitments, process and progress against select targets.

This ESG Technical Report 2024 has been prepared in accordance with the Global Reporting Initiative (GRI) Universal Standards. It also includes disclosures aligned with the Sustainability Accounting Standards Board (SASB) and the International Sustainability Standards Board (ISSB) standards, incorporating the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). This ESG Technical Report and ESG Impact Report 2024 also serve as the Company's Communication on Progress as a participant of the United Nations Global Compact (UNGC).



Reporting period

The reporting period covered in this ESG Technical 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 Technical Report 2024 focus on the achievements and plans of WBA and its consolidated subsidiaries. More on our approach to ESG reporting can be found on page 4.

Reporting assurance

Deloitte & Touche LLP reviewed specified indicators within this report in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA). Deloitte & Touche LLP has been ratified as our independent registered public accounting firm at our annual meeting of stockholders. Their limited assurance report can be found on page 79.

Safe harbor provisions

This ESG Technical 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 82.

Data management process

We have a Company-wide approach to recording, measuring and reporting ESG performance, governed by a set of reporting criteria, ESG measures and performance indicators. Across all our businesses, we capture data on corporate giving, carbon emissions, energy use, waste by disposal method, team member diversity and turnover, and use the data to assist in the development of individual ESG programs.

ESG performance data is collected annually and any data from individual businesses is prepared by local finance teams and ESG Leads and Champions. This data is reviewed by executives and senior finance leaders. ESG Leads and Champions are team members, approved by the owner of each WBA business and are responsible for ESG data collection.

Every effort is made to ensure that we report accurate data, and our processes are designed to support this.

Certain figures in this document may not sum due to rounding. In certain instances, values of 0.5% or less were rounded down to zero. Additionally, certain subtotals were rounded to ensure the aggregate amounts equaled 100%. When comparative data is presented, percentage increases above 200% and comparisons of positive figures against negative figures or vice versa are considered not meaningful (NM).



For additional information or inquiries please contact us at ESG@wba.com

Notes on specific data

The data presented within this ESG Technical Report 2024 reflects the operations of the Company during fiscal 2024 and was produced in accordance with the Basis of Presentation, which can be found on page 79 of this ESG Technical Report 2024. Our Statement of Greenhouse Gas (GHG) Emissions and Energy Consumption for fiscal 2024 and its limited assurance from Deloitte & Touche LLP can also be found on our [website](#).

In the U.S. Retail Pharmacy and U.S. Healthcare segments, we capture data on team members' race and ethnicity, and for our owned brands, we collect data on palm oil and packaging.



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 Impact 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 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 Technical 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 Technical Report 2024.



A Message to Our Stakeholders

GRI 2-3, 2-22, 3-3



It is with great pride that we present to you the tenth annual Walgreens Boots Alliance ESG Report. Since we published our first report in 2015, the world has faced unprecedented change: a global pandemic, climate challenges and seismic socio-economic shifts. And as we reflect on the work captured in our reports over the past ten years, we are reminded of our commitment to retail pharmacy and healthcare services around the world. We believe that we have a fundamental role to play in our global communities and, as the world continues to change, our focus remains the same – building trusted relationships that enable healthier futures for our team members, customers, and patients.

As we lead this organization forward, we invite you to read this latest report on our progress against our four ESG pillars.

Healthy Communities: For our customers and patients across the globe, access to affordable healthcare has never been so critical. With 78% of Americans living within five miles of a Walgreens and 82% of the UK population within 10 minutes of a Boots, we are well positioned to serve our communities' healthcare needs, but we cannot do it alone. As outlined in the partnerships goal of the UN SDGs that we align to and report on, in fiscal 2024 we continued to build upon the \$400 million sum that we have contributed, in cash and in kind. For example, our partnership with Vitamin Angels, now in its eleventh year, has helped us provide life-changing vitamins and supplements to over 475 million women and children globally.



A Message to Our Stakeholders continued

Our very existence in the community enables us to play a fundamental role in providing immunizations. In fiscal 2024, Walgreens distributed vouchers worth \$2.3 million to an additional 147,000 individuals, totaling \$10.9 million since 2019. Also, in fiscal 2024, Boots in the UK administered 610,000 free flu vaccinations on behalf of the NHS.

Beyond that, cumulatively we also funded over 100 million vaccinations for children in developing countries through “Get a Shot. Give a Shot.” and the UN Foundation.

Healthy and Inclusive Workplace:

We recognize the contribution of our own people, who work tirelessly to support our customers and patients. We remain committed to supporting their wellbeing, and this year we implemented a wide range of safety and first-aid training courses and focused on a commitment to being an inclusive workplace. Walgreens, for example, supports people with disabilities with a three-to six-week in-store training program that can lead to full-time employment. 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.

Sustainable Marketplace: It is imperative that we uphold the customer and patient trust that we are known for, which is why the integrity of the products and services we provide is a key differentiator for us. We are committed to providing high-quality, affordable products, and first-class service. In today’s omnichannel world, we understand the important role we play in enabling a responsible and sustainable marketplace, and this year’s report highlights important recognitions from reputable organizations such as B Corp and Cruelty Free International that underscore our commitment to a sustainable marketplace. An example of our commitment to helping our patients and customers access products is through our Sustainable Living at Boots online shopping tool where we offer 2,000 products with key sustainability attributes.

Healthy Planet: We are focused on our operational impacts and our own resiliency as the climate continues to change. This means continuing to reduce our carbon footprint as we have done for many years, as well as doing our part to mitigate future problems. Since 2019, we have increased recycling or reuse of over 620,000 Metric tonnes of materials diverted from disposal – an increase of 70% – and we installed new energy management systems in well over half of our U.S. stores as we accelerate our reduction in carbon emissions to meet a 30% reduction by 2030. A goal that we are well on track to reach.

We cannot underline our global responsibility enough, to be the first choice for retail pharmacy and health services in our markets across the world. We will continue to focus in our second decade on building trusted relationships that enable healthier futures for team members, customers, patients, communities and the planet.

Stefano Pessina
Chairman
of the Board,
Walgreens Boots
Alliance, Inc.

Tim Wentworth
Chief Executive
Officer,
Walgreens Boots
Alliance, Inc.



As we lead this organization forward, we invite you to read this latest report on our progress against our four ESG pillars.”



Q&A With Our ESG Committee Chair

GRI 2-22

Continuing our progress



We believe that we have a fundamental role to play in our global communities as we become the first choice for retail pharmacy and health services, and as the world continues to change, our focus remains the same – building trusted relationships that enable healthier futures for our team members, customers and patients.”

Q&A

The theme for this year’s report is ‘Enabling Healthy Futures’. What inspired this choice?

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.

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 WBA to stand up for the future we want to see. I am always inspired by the way our team members strive to fulfill 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.

This is an important year as you celebrate the publication of your 10th WBA ESG Report. Tell us a little more about the importance you place on sharing your progress and achievement with your partners and stakeholders.

I cannot believe that 10 years have gone by already. As we review our progress, I am personally reflective of the pace of change we have experienced since we published



Q&A With Our ESG Committee Chair continued

our first WBA ESG Report in 2015. As we stand at the beginning of a revolution in AI, the past decade has delivered unprecedented shifts in society, politics, technology and, of course, change in healthcare.

Throughout this time however, 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. We have always understood the power of partnership and collaboration and I am particularly proud of the relationships that we have built with our partners over the course of these past 10 years. We are thankful and extremely grateful for their support and collaboration over this time.

In the same way that we do every year, we continue to listen to feedback and improve our reporting. This year, in addition to continuing to improve our digital platform, we are launching a new technical report, in which we demonstrate the quantitative nature of all the regulatory and other reporting that we do. We hope that it enables us to bring to life the impact of our work in this longer form document.

What are the achievements that you are most proud of from the past year?

As I look at our four pillars of Healthy Communities, Healthy and Inclusive Workplace, Sustainable Marketplace and Healthy Planet, there is something remarkable to me in each of them, as I see the passion, commitment and expertise that our incredible team members invest in them. 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 the 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 customers, 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. Protecting them from retail crime in all its guises was also at the top of our most recent double materiality index. 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 customers trust. Liz Earle was recognized by B Corp and in April 2024, Boots own-brand cosmetics and personal care range (exclusions apply) had the biggest range of Leaping Bunny approved beauty products on the UK high street. Meanwhile Walgreens in the U.S. 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.

You're making great strides, and we know collaboration and partnership are important to you. What's next in the ESG journey for WBA?

My priority is always keeping our team members, customers, the sustainability community, investors and our valued partners engaged in our work. We always endeavor to make our ESG Reports, the data and stories inside them accessible and inspiring to everyone, enabling us to get closer to important disclosure themes.

Like many global companies, we are fully focused on the expectations for us to safeguard the future, continuing to reduce the impact of our operations, and realize the positive change we want to make in terms of the health of our communities and the planet. As Chair of the WBA ESG Committee, I am excited to see the ongoing evolution of our ESG agenda and the continued passion of everyone involved. Finally, I would like to thank the Board, Executive Committee members, our teams and our incredible partners around the world who are continuing to power our journey. Enabling Healthy Communities.

Ornella Barra

Chief Operating Officer, International and Chair of the ESG Committee



At a Glance

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

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

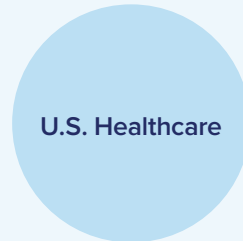


One manufacturing facility, 49 distribution centers, 11 micro-fulfillment centers, one prescription mail service facility, and 45 principal office facilities



Sales of \$147.7 billion in fiscal 2024

Operating segments



Retail and business brands



Product brands

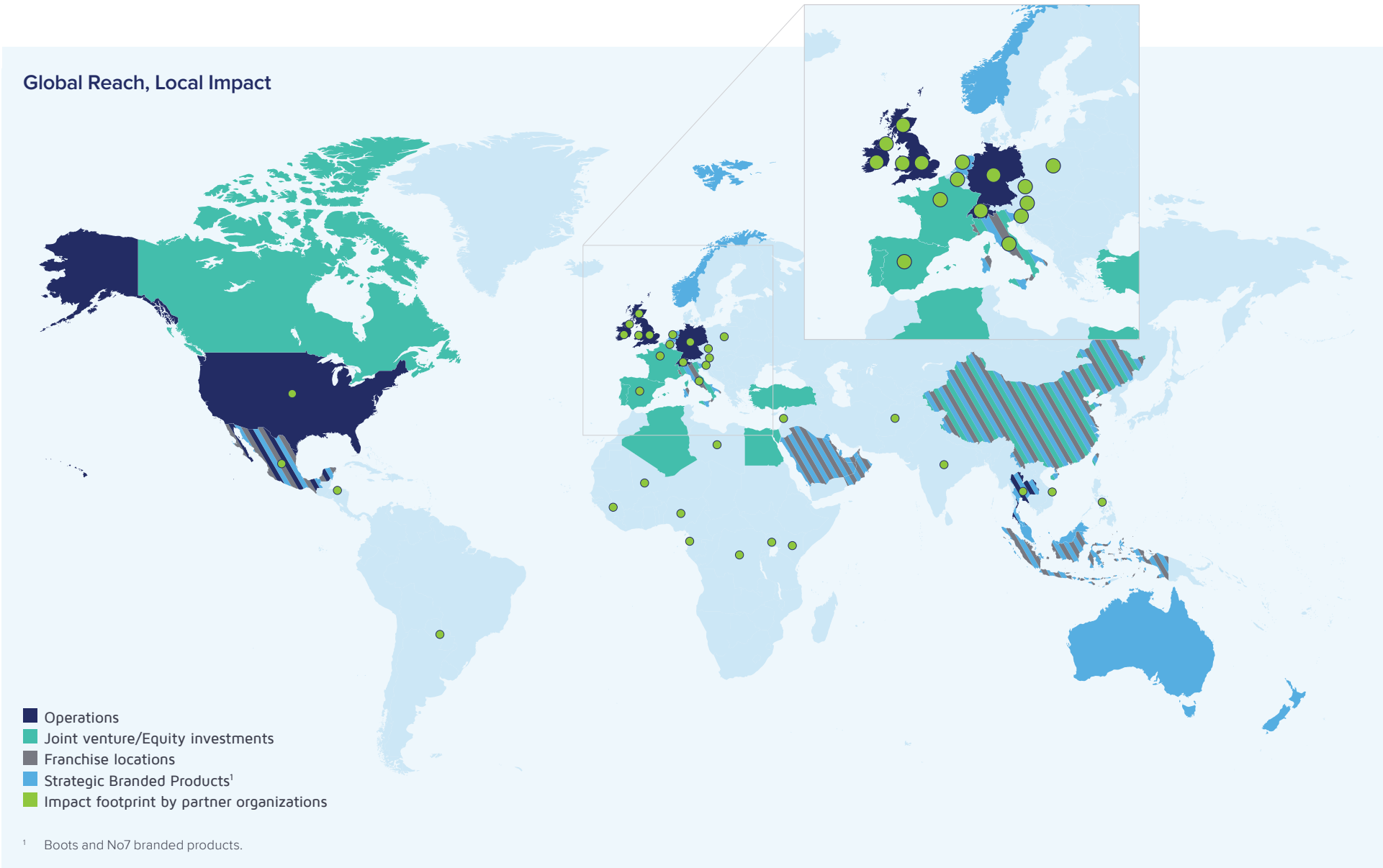
- Boots
- Boots Ingredients
- Botanics
- Festive Voice
- Free & Pure
- Liz Earle
- Natural Collection
- NICE!
- No7
- PetShoppe
- Sleek MakeUP
- Soap & Glory
- Soltan
- Tea Tree & Witch Hazel
- Walgreens

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



At a Glance continued

Global Reach, Local Impact





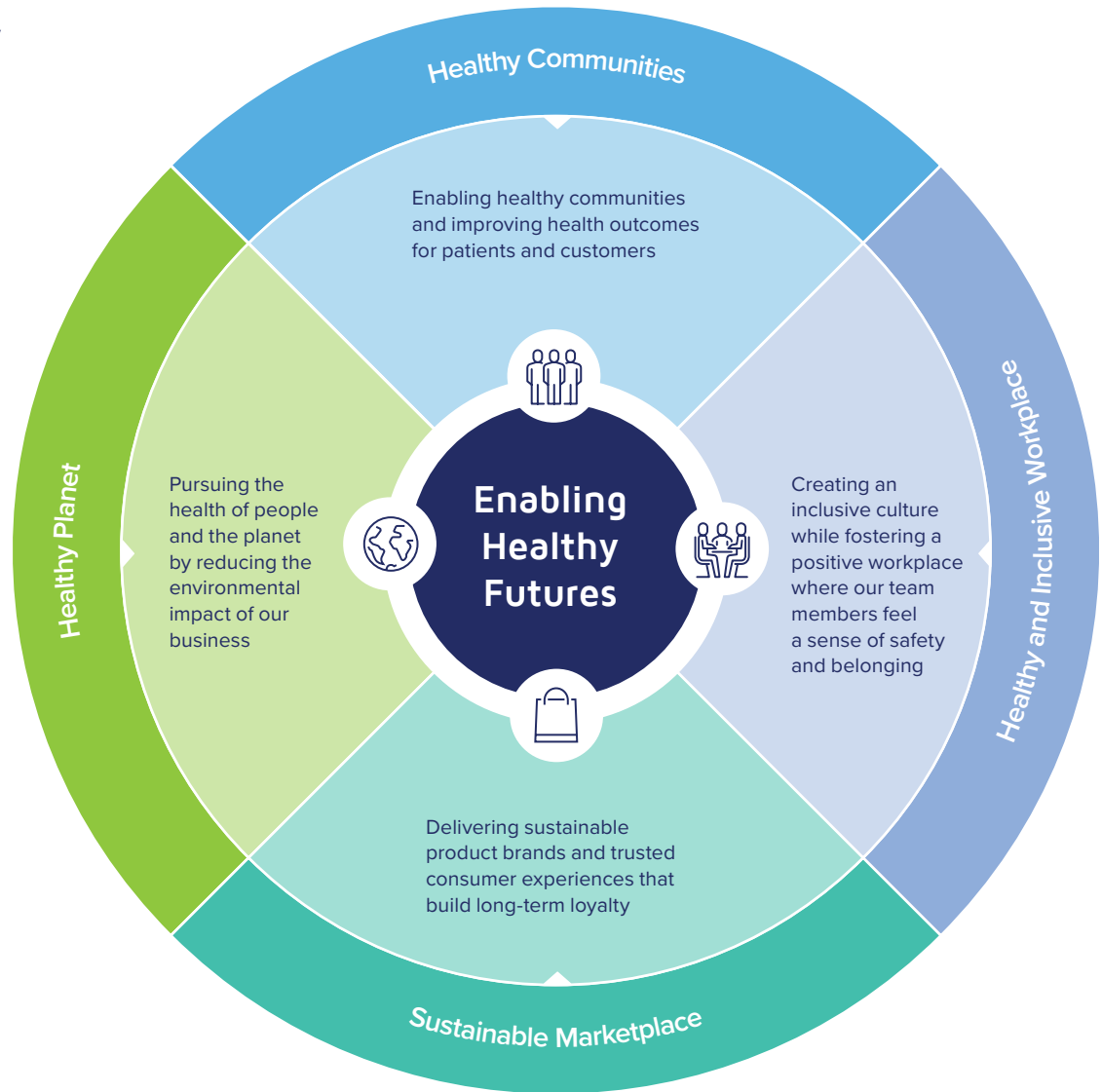
Our ESG Strategy

GRI 2-22, 3-3

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

All our ESG efforts are embedded in our business strategy, which includes commitments to serve the needs of communities 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 on page 25 of this ESG Technical Report 2024.





Double Materiality

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

In 2023, WBA conducted its third ESG materiality assessment, which was our first that considered double materiality by identifying ESG topics that are most material¹ to our Company from both financial and impact perspectives.

Double materiality assessment

Our double materiality assessment (DMA) was conducted in alignment with leading market practices from GRI. DMA is a requirement within the European Union Corporate Sustainability Reporting Directive (CSRD). The DMA was led by our ESG Committee members and was overseen by the Board of Directors (Board), in part through the active participation by three Board members. We engaged the WBA Enterprise Risk Management (ERM) team along with other internal teams as part of the DMA. Additionally, we partnered with Datamaran, Ltd. (Datamaran) as we have done for past assessments, and engaged an external consultancy.

WBA is an early U.S. adopter of the DMA process. WBA experts have hosted external webinars and participated in public panel discussions about the value of DMAs, how WBA's was conducted and how we are utilizing the results.

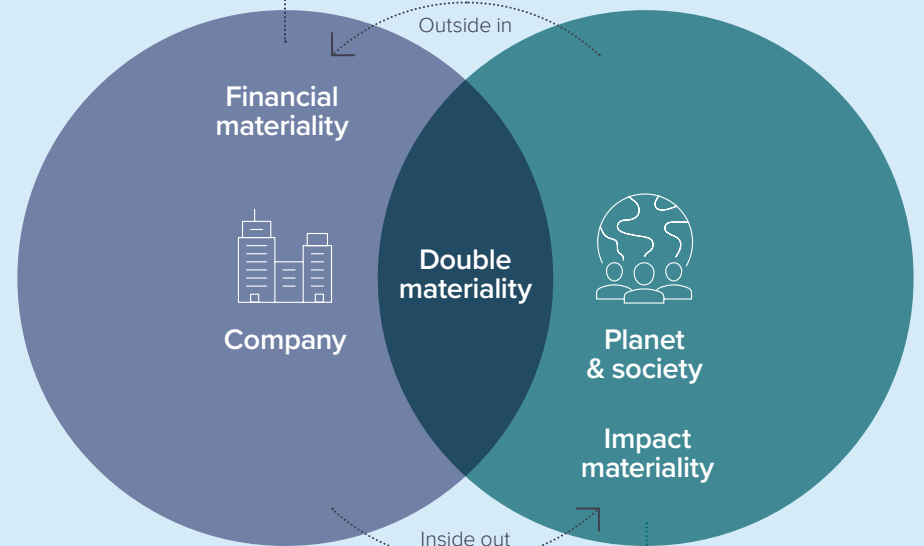
The DMA is being utilized for the first time in this ESG Technical Report 2024. The results and disclosures presented in this ESG Technical Report 2024 show the ESG issues that are most material at the WBA level, across our global enterprise. However, we also identified ESG issues by country and actively use those results to guide our local strategies.

Keeping with best practices in sustainability reporting, we will refresh the DMA on a periodic basis. In the meantime, we will continue to use Datamaran's tool to analyze our topics at least annually.

¹ Issues deemed priority for the purposes of this report are not necessarily considered material for any other purpose, including U.S. Securities and Exchange Commission (SEC) or Corporate Sustainability Reporting Directive (CSRD) reporting.

What is the difference between financial and impact materiality?

Financial materiality – A sustainability topic is material from a financial perspective if it triggers risks or opportunities that influence or are likely to influence the future cash flows and, therefore, the enterprise value of the business but are not captured by financial reporting at the reporting date.



Impact materiality – A sustainability topic is material from an impact perspective if it impacts or is likely to impact people or the environment.



Double Materiality continued

Engaging with stakeholders

We captured the perspectives of a robust group of stakeholders through a variety of engagement methods, including:



40+ interviews with Board members, ESG Committee members, internal executives and external stakeholders



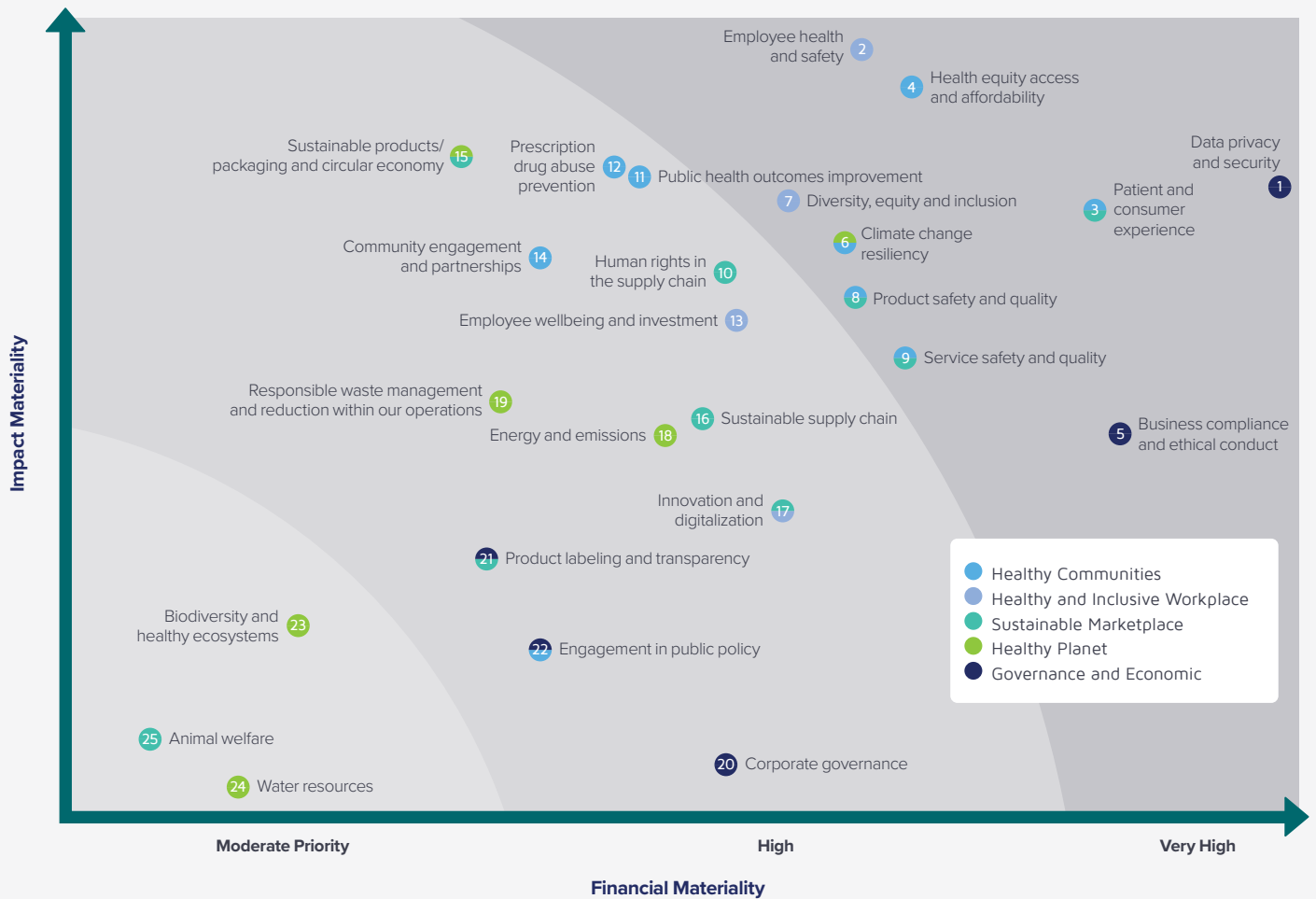
A DMA scoring workshop with approximately **20 stakeholders**



Surveys capturing feedback from **340+ internal and external stakeholders** and **3,500 customers** across **five countries**

Double Materiality matrix

The matrix shows the results of the 2023 DMA that identified the ESG issues that are most material to the business.





Stakeholder Engagement

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

Engaging and collaborating with our stakeholders helps us address the most relevant ESG issues for our Company and deliver products and services that have a positive impact on the communities we serve.

We are always open to stakeholder feedback on our ESG reporting and strategy. Substantive issues brought to our attention by stakeholders are escalated to our ESG Committee. Reach us by email at ESG@wba.com

We regularly consult with our internal and external stakeholders across a range of sectors, geographies and organization types and sizes to receive their feedback on our strategy and performance. A list of the stakeholder groups engaged in fiscal 2024 is available on the following pages, and the most common engagement methods are:

Formal meetings and sessions:

- Meetings on various cadences including annual, quarterly and ad hoc
- Quarterly earnings calls
- Regular dialogue sessions
- Ad hoc conference appearances

Performance and feedback mechanisms:

- Appraisals, assessments and surveys on various cadences including twice-annual, annual, ad hoc and more

Communication and outreach:

- Regular outreach from investor relations, media and communications teams
- Ongoing social media engagement
- Reminders, reviews and enhancements of policies on various cadences including annual and in response to regulatory changes

Customer and partner interactions:

- Daily retail pharmacy interactions
- Ongoing research partnerships



Many internal and external stakeholders contributed to WBA's DMA; more information can be found on page 12.

Each stakeholder engagement activity seeks the stakeholders' unique and valued opinions. During fiscal 2024, we proactively engaged stakeholders on numerous matters for which we can have a significant impact and are aware of evolving expectations, such as:

- Affordable access to quality healthcare
- Climate risk and transparency
- Compensation practices
- Data privacy and security
- Disease states and prevention
- Health equity and removing barriers to access
- Healthcare costs
- Human rights
- Impacts driven through community and charity partnerships
- Leadership diversity
- Mental health
- Operational sustainability
- Plastic packaging
- Prescription drug affordability
- Prescription drug or opioid abuse
- Public health and safety
- Supply chain and ethical sourcing
- Talent development and pipeline
- Team member health, safety and wellbeing
- Vaccine equity
- Workforce development

Walgreens engagement with government bodies and agencies

Walgreens is dedicated and committed to regulatory compliance and demonstrates this through participation in voluntary programs such as Importer Self-Assessment and Customs-Trade Partnership Against Terrorism (CTPAT) Supply Chain security programs with U.S. Customs. Additionally, Walgreens partners with the relevant oversight bodies to provide thoughtful feedback and information that informs their efforts to smooth and secure lines of trade.





Stakeholder Engagement continued

Stakeholders engaged in fiscal 2024

WBA team members

We focus on improving the health and wellbeing of team members through comprehensive benefits, inclusive culture building and opportunities for career development.

Board of Directors

The WBA Board oversees the Company's strategic, operational and financial matters. The Board has a Nominating and Governance Committee, which manages the ESG agenda and provides the rest of the Board with updates on ESG activities annually.

Academics

Our engagement with academics is primarily focused on building a stronger, more diverse pharmacy talent pipeline. Walgreens established a Pharmacy Deans Council, partnering with 17 pharmacy school deans, to enhance the pharmacy profession and better support pharmacists as they provide valuable care to their local communities.

Communities

Our local communities are the foundation of our business; when they thrive, we thrive.

Government bodies and agencies

Government bodies and regulatory agencies are a priority stakeholder group for WBA. We also work closely with municipalities to reach underserved communities and address accessibility barriers.

Investors and lenders

All financial stakeholders, including investors and lenders, are a priority stakeholder group for WBA.

Media

Media plays a critical role in educating the public about health issues and communicating accurate health and science information.

Non-governmental organizations

Our relationships with non-governmental organizations (NGOs) and long-standing charity partnerships amplify our impact.

Patients and customers

Patients and customers provide valuable insight into opportunities for us to foster trust while holistically serving them.

Peers and industry groups

We are constantly engaging with our peers and industry trade groups.

Suppliers

We pride ourselves on creating and building relationships with suppliers who reflect and reinforce our values across our value chain.





Stakeholder Engagement continued

Memberships and associations

GRI 2-28

- 55 Redefined
- American Pharmacists Association (APhA)
- American Society of Health-System Pharmacists (ASHP)
- Black Young Professionals Network (BYP)
- British Beauty Council
- British Retail Consortium (BRC)
- The Business Council
- Business for Societal Impact (formerly the London Benchmarking Group)
- Business in the Community (BITC)
- Business in the Community Ireland (BITCI)
- The Business Roundtable
- CDP
- Circular Action Alliance (CAA)
- Community Pharmacy (CP) England; CP Northern Ireland; CP Scotland; and CP Wales
- Company Chemists Association (CCA)
- Cosmetic, Toiletry and Perfumery Association (CTPA)
- Cosmetics Europe
- The Council for Responsible Nutrition
- Cruelty Free International Leaping Bunny
- The Corporate Social Responsibility (CSR) & ESG Board
- Diversity in Retail
- EcoBeautyScore Consortium
- EuroCommerce
- European Retailers Palm Oil Group
- Forum for the Future
- Global Reporting Initiative (GRI)
- Global Shea Alliance (GSA)
- Henpicked
- HITRUST
- How2Recycle®
- International Federation of Pharmaceutical Wholesalers (IFPW)
- International Health Partners
- Industry Council for Packaging and the Environment (INCPEN)
- Institute of Corporate Responsibility and Sustainability (ICRS)
- Irish Business and Employers Confederation and Retail Ireland (IBEC)
- Irish Organic Association
- Irish Pharmacy Union
- Manufacture 2030 (M2030)
- National Association of Chain Drug Stores (NACDS)
- National Association of Specialty Pharmacy (NASP)
- National Council for Mental Wellbeing
- Neurodiversity in the Workplace (NITW)
- On-Pack Recycling Label (OPRL)
- Palm Oil Transparency Coalition (POTC)
- Pharmaceutical Society of Ireland (PSI)
- Pharmacy Technician Certification Board (PTCB)
- Proprietary Association of Great Britain (PAGB)
- Pride At Work Ireland
- Purple Tuesday
- Radius
- RangeMe
- REPAK
- Retail Energy Forum
- Retail Excellence Ireland
- Retail Industry Leaders Association (RILA)
- Retailer Palm Oil Transparency Coalition
- RE-TURN
- Roundtable on Sustainable Palm Oil (RSPO)
- Stonewall
- Sustainable British Beauty Council (SBBC)
- Sustainable Medicines Partnership (SMP)
- Sustainable Packaging Coalition (SPC)
- Sustainable Packaging Initiative for Cosmetics (SPICE)
- Sustainable Procurement Pledge (SPP)
- The Sustainability Consortium
- United Nations Global Compact (UNGC)
- U.S. Business Action to End HIV
- U.S. Environmental Protection Agency (EPA) SmartWay Program
- Waste and Resource Action Program (WRAP)
- World Wide Fund for Nature (WWF)



1



Healthy Communities



Management Approach

GRI 3-3, 413-1

At WBA, we are deeply committed to providing essential care to the communities we serve.

As one of the world’s largest providers of pharmacy and healthcare services, we have a profound understanding of the needs of local communities worldwide. This unique position allows us to make a significant impact on healthcare access, education and affordability, ensuring that health is within reach for everyone.

Our focus is centered on two areas:



Access to Affordable Healthcare:
Ensuring everyone has access to the healthcare support they need



Community Engagement and Partnerships:
Collaborating with stakeholders to tackle health challenges

For further details, please refer to page 11 of the [ESG Impact Report 2024](#).

Community is the backbone of our society, and as recognized by the World Health Organization, health is the foundation of productive, resilient and stable economies. Our dedication to keeping communities healthy is critical not only for the present but for future generations. We believe that by improving health outcomes, we contribute to the overall wellbeing and prosperity of the communities where we operate.

Our work is grounded in partnerships with consumers, governments, charities, NGOs, industry bodies and other healthcare providers. Through these collaborations, we focus on disease prevention, detection, treatment and education. Whether addressing social determinants of health, supporting people living with cancer or diabetes across the world or promoting youth mental health awareness, our efforts are designed to have a lasting impact.



Health equity is at the core of our mission. In partnership with our stakeholders and through our in-store initiatives, we work to overcome barriers to medication adherence, provide greater access to care regardless of an individual’s background and address cost challenges. We are also committed to ensuring vaccine and testing equity, making these critical services accessible to all.

This work is not just a part of what we do – it is embedded in who we are as a company. Every day, our team members engage with patients and customers globally, striving to improve their health and wellbeing. As we continue to build on our legacy of healthcare leadership, we are driven by the belief that healthier communities are the foundation of a stronger, more equitable world.





Corporate Giving

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

Through monetary and in-kind donations, fundraising and volunteering, WBA's businesses and team members give back to the communities where we are proud to operate.

Our corporate giving strategy is focused on donating to organizations with programs that align with our core business and ESG priorities, as well as groups that work on social welfare and educational issues. WBA offered its teams a variety of opportunities to participate in volunteer events anchored in health and wellness, including physical and emotional wellbeing and skills development.

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

i To learn more about the organizations we donate to and the impact we have in communities, see the [ESG Impact Report 2024](#).



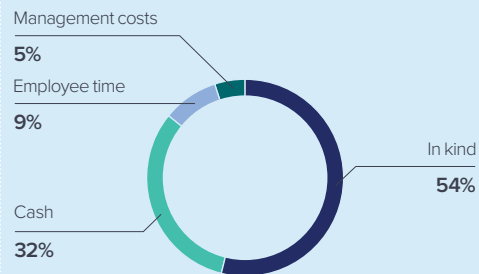
\$35M

Our direct contributions totaled \$35 million in fiscal 2024.

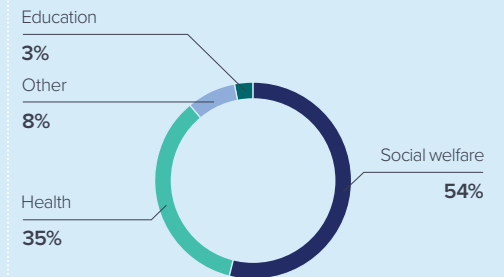
\$409M

Our accumulated giving since fiscal 2016, the first year that WBA collected Company-wide data, totals \$409 million. We collect and report community data in line with the model and methodology of Business for Societal Impact (formerly London Benchmarking Group), a recognized global framework used by companies to assess and communicate their societal impact.

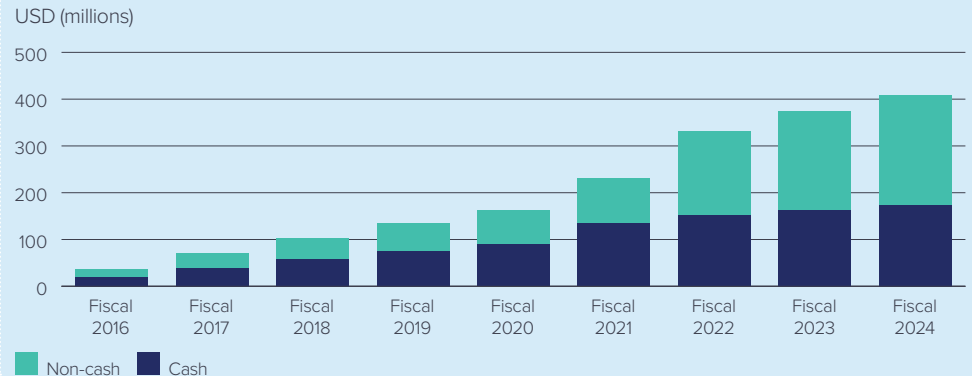
How the Company contributed in fiscal 2024



Areas impacted by the Company's fiscal 2024 contributions



Corporate giving – cumulative since fiscal 2016





2



Healthy and Inclusive Workplace



Management Approach

GRI 3-3, 2-7

Our team members are our most important asset and are essential to our goal of enabling healthy futures for patients and customers in the communities we serve.

We are dedicated to creating a healthy, safe and inclusive workplace for our diverse team of approximately 312,000 members who serve consumers globally. This commitment is firmly embedded in our strategy, guided by our policies and championed by our leadership, including the Board.

Our comprehensive policies guide our actions toward creating a secure and healthy workplace for our team members. Our [Code of Conduct and Ethics](#) is the foundational policy that underscores our commitment to integrity, applicable to all team members and operations globally. Our Health and Safety Policy offers direction on conducting business operations with the highest regard for the health and safety of all team members, customers, patients, business partners, contractors and the general public.

At WBA, we believe all levels should be held responsible for developing a culture of inclusion. As such, we have tied certain ESG targets to compensation for eligible team members as part of our leadership accountability model. For more information on these compensation practices, please see our [2025 Notice of Annual Meeting and Proxy Statement](#).



Data

All team member data is presented as of the last day of WBA fiscal 2024. Team member data only includes information about team members of WBA consolidated businesses; team members of WBA equity method investees are excluded. Contractors are also excluded from WBA team member figures. Most of our activities are performed by team members, and seasonal variations do not cause significant alterations in our employment figures.



312,000

diverse global team members who serve consumers globally.

Our focus is centered on two areas:



Prioritizing Team Member Health, Safety and Wellbeing



Cultivating an Inclusive and Supportive Culture

For further details, please refer to page 34 of the [ESG Impact Report 2024](#).



Team Member Type, Turnover and Parental Leave

Employees by gender and employment type

GRI 2-7¹

Employment type	All (%)	Permanent (%)	Temporary (%)	Part-time (%)	Full-time (%)
Male	29	29	30	26	31
Female	71	71	70	74	69
Undisclosed	–	–	–	–	–
All employees	100	100	100	100	100

¹ Fiscal 2024 data within Deloitte & Touche LLP's review scope as detailed on page 79.

Employees by region and employment type

GRI 2-7

	U.S. Retail Pharmacy (%)	International (%)	U.S. Healthcare (%)	Total WBA (%)
Full-time	60	56	89	62
Part-time	40	44	11	38
Permanent employees	100	93	100	98
Temporary employees	–	7	–	2

Employee turnover

GRI 401-1

	Voluntary turnover (%)	Involuntary turnover (%)	Total employee turnover (%)
U.S. Retail Pharmacy	41	10	51
International	23	2	25
U.S. Healthcare	3	8	11
Total WBA	35	8	43

Number and rate of new employee hires by region

GRI 401-1

	U.S. Retail Pharmacy	International ¹	U.S. Healthcare
New employee hires	125,870	14,066	2,553
Rate of new employee hires	56%	23%	12%

¹ Includes only employees of Boots UK, Boots Ireland, and Boots Opticians.



Team Member Type, Turnover and Parental Leave continued

Number and rate of new employee hires and employee turnover

GRI 401-1

Employment type	Age Group			Gender		
	Under 30	30 to 50	Over 50	Male	Female	Undisclosed
New employee hires	93,663	36,848	11,978	46,293	96,184	12
Rate of new employee hires	30%	12%	4%	15%	31%	–
Employee turnover	77,757	40,011	14,604	40,693	91,668	11
Rate of employee turnover	25%	13%	5%	13%	30%	–

Return to work and retention rates of employees that took parental leave by gender

GRI 401-3

	Gender			Total
	Female	Male	Undisclosed	
Employees eligible for parental leave	116,121	49,416	9	165,546
Employees who took parental leave	4,011	1,441	4	5,456
Employees who returned to work from parental leave	3,097	1,279	1	4,377
Employees who returned from parental leave and worked 12 months	2,535	1,123	2	3,660





Demographic of Workforce

GRI 2-7, 405-1

Being an inclusive and supportive organization is integral to WBA’s business strategy, as we believe it positively impacts Company performance, growth and employee engagement.

By harnessing the varied experiences and perspectives of our workforce, we can better serve our customers and patients worldwide. We also believe in equal opportunity and that our team members must treat one another with courtesy, dignity and respect. This applies across all protected classes.

Diversity of WBA employees globally¹

GRI 2-7, 405-1

The following charts and tables show our workforce by the numbers globally and in the U.S.

Employment category	Age group (%)			Gender (%)		
	Under 30	30 to 50	Over 50	Male	Female	Undisclosed
Manager	12	66	22	37	63	–
Non-manager	42	36	22	28	72	–
All employees	38	40	22	29	71	–
Senior director and above ²				54	46	–

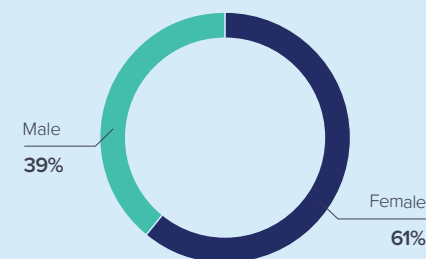
Racial and ethnic diversity of employees in our U.S. workforce

	People of color (%)	White (%)	Undisclosed (%)
Total U.S. workforce	52	46	2
Managers	42	57	1
Non-managers	54	44	2
Senior director and above ²	22	73	5

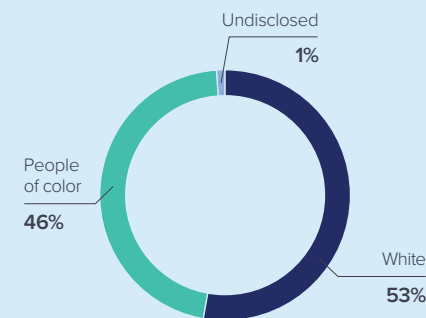
¹ Fiscal 2024 data is GRI 405-1 specified disclosure and is within the Deloitte & Touche LLP review scope as detailed on page 79, except for figures that pertain to senior directors or above.

² Senior director and above includes employees in these job levels in the U.S. and the equivalent job levels in our businesses in other geographies. This row of data does not fall within Deloitte & Touche LLP’s review scope.

Walgreens pharmacists by gender



Walgreens pharmacists by race and ethnicity





3



Sustainable Marketplace





Management Approach

GRI 3-3, 205-1

At WBA, we believe a sustainable marketplace is built on a foundation of shared responsibility and collaboration.

Our globally recognized brands carry the trust of our customers, which we are determined to maintain through ethical, responsible and sustainable sourcing. We strive to conduct business sustainably and ethically to enable healthy futures for our team members, patients, customers and the planet. We are committed to sourcing and developing authentic products, while also being responsible stewards of the resources we use.

Our portfolio of owned brand products spans a wide range of categories, and we continuously evolve our ingredient sourcing and packaging to meet both our own evolving standards and changing customer expectations. We also recognize that our ambitious sustainability goals cannot be achieved in isolation; therefore, we highly value our global supplier partners who share our commitment to creating a sustainable marketplace and protecting our planet.

Our comprehensive policies steer our actions and reinforce responsible practices throughout our global operations and supply chain.

- **Code of Conduct and Ethics:** This foundational policy underscores our commitment to integrity, applying to all team members and operations worldwide.
- **Supplier Code of Conduct:** We uphold stringent standards for our suppliers, encompassing compliance with laws, fair labor practices, ethical sourcing, environmental protection, data privacy and anti-corruption measures. We expect transparency and hold our suppliers accountable through assessments.
- **ESG Policy Statements:** Reviewed annually by the WBA ESG Committee and Policy Governance Committee, these policy statements set forth guidance and compliance requirements related to human rights, responsible chemical management strategy, product testing and product transparency. These policy statements apply to all segments, businesses and global functions.

To ensure effective ESG implementation, each WBA business designates an ESG Lead and Champion. These individuals undergo mandatory training on the latest innovations, regulations and best practices. We also encourage ESG training for all team members whose roles intersect with sustainability.



By working together – with our suppliers, team members and stakeholders – we believe we can drive meaningful progress toward a more sustainable and equitable marketplace.

Our focus is centered on two areas:



Sustainable Products, Packaging and Circular Economy



Patient and Customer Experience

For further details, please refer to page 51 of the [ESG Impact Report 2024](#).





Ethical Sourcing Standards

GRI 2-24, 308-1, 308-2, 403-7, 413-1, 414-1, 414-2¹

WBA prioritizes responsible supplier engagement and ethical sourcing practices.

- **Supplier Code of Conduct:** Our Supplier Code of Conduct outlines our core principles for supplier practices, including compliance with laws and regulations; terms and conditions of employment; discrimination; harassment and retaliation; wages and benefits; child labor; health and safety; sustainable development and environmental protection; data privacy; and anti-corruption and bribery. We expect suppliers to operate in accordance with these principles and be open to and transparent in our assessment of their compliance with the code.
- **Modern Slavery and Human Trafficking Statement:** Our Modern Slavery and Human Trafficking Statement details our commitment to eradicating these abhorrent practices and our policies, governance and training regarding these issues.
- **Human Rights Policy Statement:** Our Human Rights Policy Statement contains our explicit commitment to respect human rights under international standards and protect labor and workplace rights.
- **Product Testing Policy Statement:** Our Product Testing Policy Statement outlines our support for a global ban on animal testing.

Supplier engagement

WBA assesses 100% of our owned brand suppliers for compliance with our Ethical Trading Standards, which include environmental criteria, through on-site audits. This compliance is further ensured through a thorough onboarding process that includes supplier training webinars. These webinars explain our standards and assessment requirements, highlight opportunities for suppliers to enhance social and environmental compliance and provide a forum for questions. During fiscal 2024, 802 training sessions were completed by 377 suppliers. Of those, 401 were hosted in English, 58 in Spanish and 343 in Mandarin.

WBA prioritizes transparency and continuous improvement in its ethical sourcing practices. We monitor supplier compliance using a grading matrix that assesses factory performance based on internationally recognized standards like the Ethical Trading Initiative Base Code and International Labour Organization Conventions and Recommendations. Factories with identified non-compliances must implement corrective and preventative action plans to rectify issues. They are reassessed using a risk-based approach focusing on improvement and compliance.

For high-value goods not for resale (GNFR) suppliers, we use Global Risk Management Solutions (GRMS), which includes screenings for social criteria.

We publicly disclose our owned brands suppliers' adherence to our ethical standards. The table provides a breakdown of our fiscal 2024 ethical compliance assessments on new and existing suppliers of owned brands for Boots UK, Walgreens and No7 Beauty Company.

WBA proactively identifies risks and opportunities within supplier practices and supply chains through our global Supplier Sustainability Program and The Sustainability Insights System (THESIS). This evaluates supplier sustainability performance by product category, leveraging THESIS for data collection, analysis, reporting and scoring. THESIS provides a clearer view of opportunities and risks at the product-category level, enabling us to better target supplier engagement and support the development of our global brands and supplier sustainability strategy.

Supplier Compliance Assessments¹

	Fiscal 2024	Fiscal 2024 (%)
Satisfactory	564	52.9
Needs Improvement	411	38.5
Critical	92	8.6
Zero Tolerance	0	–
Total	1,067	100.0

Satisfactory and Needs Improvement:

Meets our ethical trading standards expectations but could require differing levels of remedial corrective actions.

Critical: Falls below the expectations of our ethical trading standards and requires immediate remedial action to address critical non-compliance to enable new or ongoing business relations.

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

WBA's policy on zero tolerance violations is to terminate the business relationship with the site where the violation occurred and suspend the supplier and its other sites pending a full investigation of the supplier and its supply chain. If the supplier is directly implicated in the zero tolerance violation, or if further violations are found, the business relationship with the supplier will be terminated. When country-specific allegations of forced labor are raised, we perform due diligence to identify and mitigate the risk of forced labor in our supply chain. We also engage with industry peers to share best practices in risk prevention, detection and mitigation. We highly value internal training on our Modern Slavery and Human Rights Statement to mitigate modern slavery risk.

¹ GRI 414-1 and 414-2 required disclosures are within Deloitte & Touche LLP's review scope as detailed on page 79.



Chemical Use and Management

GRI 3-3

WBA's existing Responsible Chemical Management Strategy Policy Statement continues to govern and assert our commitment to proactive responsible chemical management for all consumer-owned brand products across baby, personal care, beauty and household care portfolios.

Our strategy drives innovation for safer alternatives and transparency around our management practices.

The Restricted Substances List (RSL) goes beyond regulatory requirements by adopting positions on chemicals that we have identified as causes for concern. We conduct regular reviews of our categories and substances for new RSL inclusions.



Palm Oil Sourcing

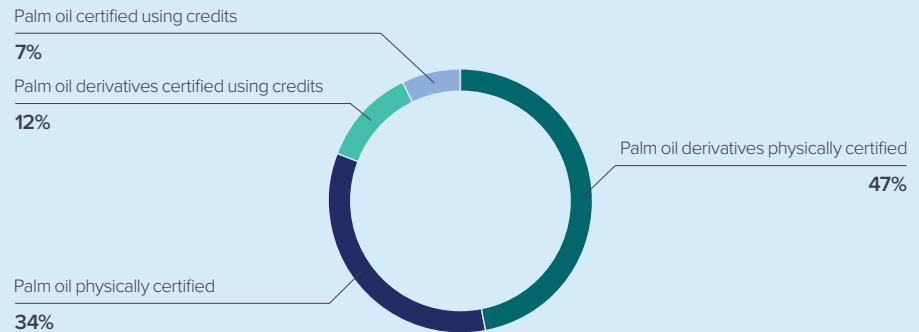
Palm oil is a versatile and efficient crop that plays a significant role in many industries.

However, the production of palm oil has been linked to deforestation, habitat degradation, climate change and human rights abuses, making sustainable sourcing practices crucial. As a Roundtable on Sustainable Palm Oil (RSPO) member, WBA is committed to implementing the RSPO Shared Responsibility requirements within our palm oil related operations. In calendar 2023, we increased the percentage of physically certified material reported to the RSPO. The chart showcases our performance data on palm oil sourcing.

Boots and No7 Beauty Company exceeded 85% RSPO-certified palm oil sourcing through physical certification and for the remaining 15% we prioritize buying smallholder credits.

Walgreens-owned brand products are most commonly sourced through third-party manufacturers. Increased supply chain transparency has led to significant progress in identifying the types of palm oil used in these products. It is now clearer which suppliers use physically-certified palm oil

100% of palm oil in Walgreens Boots Alliance certified in calendar 2023



and kernel oil derivatives versus those using non-certified options. In cases where suppliers have not used certified palm oil, Walgreens has purchased credits to cover those products.

i More information on our efforts to promote sustainable farming practices can be found in the [ESG Impact Report 2024](#).




Sustainable Packaging

GRI 301-1, 301-2, 306-1, 306-2, 306-3¹

The challenge of packaging waste remains a significant concern within our industry.

At WBA, our owned brands continued to focus on achieving our targets in reducing plastic packaging waste. A key element of our efforts around plastic packaging involves engaging and collaborating with suppliers to introduce innovative changes to packaging design. This includes reducing overall plastics by weight, increasing the use of post-consumer recycled content and facilitating higher recyclability rates. Below are performance metrics for packaging across our owned brands in calendar year 2023, our most recent data.

Overall packaging has increased year on year, driven by sales volume, more sustainable product packaging design changes (using more glass and metal) and product mix. Ongoing work to gain more accurate packaging data² from suppliers is also a factor in the table as we continue to improve data accuracy and quality.

 More information on our approach to sustainable packaging can be found in the [ESG Impact Report 2024](#).

Metric tonnes of packaging material in owned brand products (calendar year)¹

	2023	2022	YoY Variance
Glass	2,477	1,244	99%
Metal	1,200	779	54%
Plastic²	12,948	12,839	1%
Wood, pulp and paper³	19,483	18,970	3%
Textile⁴	43	37	14%

¹ WBA owned-brand packaging data is based on supplier responses within our Product Sustainability Hub portal, of which 80% is actual and 20% is estimated.

² GRI 306-3 specified disclosures for plastic only are within Deloitte & Touche LLP's review scope as detailed on page 79.

³ Excludes pallets.

⁴ Textiles were included for the first time in fiscal 2024 reporting. Previously, textile data was not available.





4

Healthy Planet





Management Approach

GRI 3-3

Our commitment to environmental sustainability is at the center of our goal to enable healthier futures, and we focus our environmental management on two pivotal areas: climate change resiliency and responsible waste management and reduction within our operations.

We are committed to being efficient and responsible in our resource usage, guided by robust policies, and place a relentless focus on improving our environmental performance.

Through these integrated strategies, WBA is committed to not only meeting its environmental objectives but also making a significant impact on global sustainability.

Our focus is centered on two areas:



Climate Change Resiliency



Responsible Waste Management and Reduction Within Our Operations

For further details, please refer to page 65 of the [ESG Impact Report 2024](#).



Climate Change Resiliency

We understand that the health of our planet is intricately linked to the wellbeing of our communities. This understanding drives us to aim to achieve a 30% reduction in total emissions by fiscal 2030.

In fiscal 2024, we focused on predicting and adjusting energy needs across our businesses, with efficiency performance monitored on weekly, monthly and annual cycles. Since energy accounts for the majority of our emissions, WBA's strategy is built on enhancing energy efficiency and supplementing it with renewable energy sources. We manage equipment and systems across retail locations, distribution centers, and fleets to reduce our carbon footprint, while also educating team members on energy consumption.



Responsible Waste Management and Reduction Within Our Operations

Our waste management strategy prioritizes reducing, reusing and recycling materials in line with best practices and regulatory standards. We also engage our team members in sustainable waste management practices, ensuring that sustainability is integrated into every aspect of our operations.

In addition, we are committed to reducing plastic waste through sustainable packaging and active participation in industry collaborations. These efforts are essential to embedding sustainability as a core principle in our product development and operational processes. You can find more information about the Company's plastic reduction efforts in the Sustainable Marketplace section on page 29.



30%

We aim to achieve a 30% reduction in scope 1 and 2 emissions by fiscal 2030.



We are committed to being efficient and responsible in our resource use and improving our environmental performance.



Energy and Emissions

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

At WBA, we believe there is an inextricable link between the health of our planet and the health of our communities, whether impacted by extreme temperatures, natural disasters, airborne diseases or poor air quality.

Our carbon emissions target

We believe climate change is caused by human activities and requires swift action by corporations to do our part in reducing our footprint.

WBA has continued to execute against our global emissions reduction targets, which include an ambition to reduce our total emissions by 30% 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.

i Details on our progress against our emissions reduction goals can be found on page 33.

To position WBA to meet its reduction targets, we continually seek opportunities to advance energy efficiency in our largest business, Walgreens. With more than 8,000 stores and clinics in the U.S., implementing new strategies that reduce the energy consumption involved in maintenance, sourcing and other energy intensive activities is crucial to ensure we meet our 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 GHG emissions for entities for which it has financial control, as defined by the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, Revised Edition, published by the World Resources Institute/World Business Council for Sustainable Development



(the “GHG Protocol”). The Company has set fiscal 2019 as the GHG baseline year for Scope 1 and Scope 2 emissions and intends to report emissions against this baseline year going forward.

↓ 29%

WBA was able to reduce its Scope 1 and Scope 2 emissions by 29% compared to the 2019 baseline.

Progress on water: Due to climate change, water availability is becoming less predictable, which can impact the health, wellbeing and food security for many populations. We recognize the importance of this topic and through WBA’s Global Supplier Sustainability Program we can better understand how our participating owned brand suppliers manage environmental and social issues relevant to our product categories, including water. See page 27 of Sustainable Marketplace for more information.

¹ GRI 302-1 are within Deloitte & Touche LLP’s review scope as detailed on page 79.



Energy and Emissions continued

Fiscal 2024 emissions data

CO₂e emissions from energy, by type (’000 metric tonnes)

	Fiscal 2024	Fiscal 2023	Fiscal 2019	% change fiscal 2024 from fiscal 2019
Electricity	1,092	1,164	1,631	(33)
Gas	128	125	133	(4)
Other	17	16	17	–
Total WBA	1,237	1,305	1,781	(31)

CO₂e emissions from business travel Metric tonnes per thousand employees, by segment

	Fiscal 2024	Fiscal 2023	Fiscal 2019	% change fiscal 2024 from fiscal 2019
U.S. Retail Pharmacy	67	64	108	(38)
International	124	117	204	(39)
U.S. Healthcare	79	89	–	NM
Total WBA	80	77	132	(39)

Scope 1, 2 and 3 GHG emissions¹

Global CO₂e emissions (’000 metric tonnes)
GRI 305-1, 305-2, 305-3

	Fiscal 2024	Fiscal 2023	Fiscal 2019	% change fiscal 2024 from fiscal 2019
Scope 1	284	296	313	(9)
Scope 1 (Sales to third parties)²	25	27	32	(22)
Gross Scope 1	309	323	345	(10)
Scope 2 location-based	1,081	1,151	1,617	(33)
Gross Scope 1 and 2 location-based²	1,390	1,474	1,962	(29)
Scope 3³	79	64	73	8
Gross Scope 1, 2 and 3 location-based²	1,468	1,538	2,034	(28)
Scope 2 market-based	1,077	1,108	1,556	(31)
Gross Scope 1 and 2 market-based²	1,385	1,431	1,901	(27)

- ¹ GRI 305-1, 305-2 and 305-3 are within Deloitte & Touche LLP’s review scope as detailed on page 79.
- ² Includes Scope 1 emissions resulting from heat and electricity produced by the Company’s on-site combined Heat and Power plant in Beeston, Nottingham, UK and sold to third parties or the grid.
- ³ The Company is reporting on two of the fifteen Scope 3 categories. See Basis of Presentation.

GHG emissions intensity

(’000 metric tonnes of CO₂e per USD million sales)
GRI 305-4¹

	Fiscal 2024	Fiscal 2023	Fiscal 2019	% change fiscal 2024 from fiscal 2019
Emissions intensity per USD million in sales	0.0094	0.0106	0.0163	(42)

¹ GRI 305-4 is within Deloitte & Touche LLP’s review scope as detailed on page 79.



Waste

GRI 301-3, 306-1, 306-2, 306-3¹, 306-4¹, 306-5¹, 413-1, 417-1

Waste management is a priority for WBA and its stakeholders, who expect us to minimize waste from our operations and contribute to a circular economy.

Waste management

WBA focuses on reducing waste through redesigning processes, reducing consumption and promoting recycling and reuse. Across our global operations, we measure waste generation and disposal while working to reduce plastic waste and improve waste management practices, including those for our owned brands.

Waste is managed locally across different geographies, with WBA businesses partnering with vendors to ensure responsible waste handling. In the U.S., Walgreens follows the U.S. Environmental Protection Agency’s Non-Hazardous Materials and Waste Management Hierarchy to guide proper waste disposal. Industry collaboration plays a critical role in addressing waste challenges. Walgreens supports recycling and reuse efforts through its membership in organizations like the Retail Industry Leaders Association and Sustainable Packaging Coalition.

Additionally, team member awareness and trainings are key to furthering our environmental goals. At Walgreens, ESG Champions are trained on waste-related programs and environmental compliance, ensuring our team members contribute to waste reduction efforts.

▶ The businesses within WBA continuously identify opportunities to reduce waste through donation and diversion programs. See the [ESG Impact Report 2024](#) for details and specific examples.

<0.5%

of Boots UK’s operational waste went to landfill for the fifth year in a row.

Diverting, reducing and repurposing waste

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, less than 0.5% of Boots UK’s operational waste went to landfill². Walgreens support center and WBA global headquarters in Deerfield, Illinois, continued the Zero Waste to Landfill (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.

99%

of waste from distribution centers was diverted from landfill.



Throughout fiscal 2024, Boots UK distribution centers recycled

11,634

tonnes of cardboard



Additionally, they recycled

22

tonnes of plastic film

¹ GRI 306-3, 306-4, and 306-5 are within Deloitte & Touche LLP’s review scope as detailed on page 79.
² 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.



Waste continued

Fiscal 2024 waste data

Across all its businesses, WBA sent over 210,000 metric tonnes of waste to landfill or incineration in fiscal 2024, a decrease of 30% from the baseline year of fiscal 2019. The decrease in waste to landfill between fiscal 2024 and 2023 is due to the consolidation of waste measurement practices from Walgreens primary waste vendors, and continued focus on diverting waste. WBA recycled or reused over 620,000 metric tonnes of materials that were diverted from disposal, an increase of 70% from the baseline year of fiscal 2019. This increase is due to the addition of reuse data from Walgreens and Boots UK, and any relevant enterprise acquisition data. WBA has been focused on reducing waste to landfill and incineration as well as improving material diversion through increased reuse and recycling opportunities. We are proud of our current diversion activities and are exploring new partnerships that would enable us to have more opportunities to reuse or recycle materials.

620,000MT

WBA recycled or reused over 620,000 metric tonnes of materials that were diverted from disposal, an increase of 70% from the baseline year of fiscal 2019.

Waste by method of disposal

(000 metric tonnes)

	Fiscal 2024	Fiscal 2023	Fiscal 2019	% change fiscal 2024 from fiscal 2019
Landfill	214	252	307	(30)
Incinerated	2	1	–	NM
	216	253	307	(30)

Materials diverted from disposal

	Fiscal 2024	Fiscal 2023	Fiscal 2019	% change fiscal 2024 from fiscal 2019
Recycled	344	347	369	(7)
Reuse ¹	283	315	–	NM
	627	662	369	70

¹ Data is presented for Walgreens only. Reuse includes: pallets, totes, and product donations and liquidation.

The fiscal 2024 recycling and reuse rates at our segments were as follows:

- U.S. Retail Pharmacy 76.4%
- International 90.3%
- U.S. Healthcare 0%

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

During fiscal 2024, less than 0.3% of the total waste generated by WBA was considered hazardous, and of that, 25% was recycled, 16% was incinerated, 4% was recovered via incineration and 54% went to appropriate landfills in accordance with federal, state and local regulations.



5

Governance



Governance

GRI 3-3, 403-1, 403-2, 403-3

Our Board is actively engaged in strengthening our governance practices and providing oversight of the Company's strategic, operational, potential and actual risk and financial matters.

We are committed to transparent reporting in all aspects of our business, including our progress in ESG activities. Our ESG strategy is a key pillar of our purpose and is overseen by the WBA ESG Committee, which reports at least annually to the WBA Nominating and Governance Committee of the Board.

The Nominating and Governance Committee oversees the ESG agenda on behalf of the Board and receives updates on the activities undertaken by the Company, including, but not limited to:

- Conducting WBA-wide DMA on a cadence in line with sustainability reporting best practices.
- Tracking ESG-related long-term strategic partnerships and their impacts.
- Managing WBA's engagement with external stakeholders regarding ESG-related matters.
- Integrating ESG processes into WBA's broader business, social and environmental risk management program and reputation management priorities.
- Reviewing new regulations for potential impacts on the business, business practices or business programs, and complying with applicable existing regulations.
- Prioritization and implementation of ESG projects.
- Reporting progress against WBA Health Equity Goals quarterly to the WBA Board.
- Ongoing review of ESG-related policies and publication of policy statements.
- Monitoring and benchmarking best industry ESG practices.

At WBA we have strong governance and risk management processes in place that we regularly enhance in the spirit of continuous improvement.

- Continuing limited assurance by Deloitte & Touche LLP for certain reported data and disclosures.
- Participating regularly in various external ESG disclosure surveys.
- Assessing the outcomes of our organization's impact on the economy, environment and people in coordination with the WBA ESG Committee.

Corporate governance and risk management

GRI 2-9, 2-10, 2-12, 2-13, 2-14, 2-23, 2-24, 405-1¹

More information on material risks is included in the [2024 Annual Report](#). More information on the Board's involvement, evaluation, compensation, tenure, gender, ethnicity and conflict-of-interest processes can be found in the [2025 Notice of Annual Meeting and Proxy Statement](#).

At WBA, we have strong governance and risk management processes in place that we regularly evaluate in the spirit of continuous improvement. Much of our governance work is underpinned by our health equity framework, where we seek to prioritize key areas that impact health and wellbeing and recognize the irrefutable connection between the health of people and the health of our planet. This is of the utmost importance to our organization and has the support of leadership at all levels.

Our Board, comprised of a majority of independent directors, is actively engaged in strengthening our governance practices and providing oversight of the Company's strategic, operational, potential and actual risk and financial matters. This engagement enables the Board to fulfill its fiduciary duties to our stockholders and steer the long-term objectives of the Company. 33% of the Board are female and 100% of our Board are over the age of 50.

4

Female Board members.

12

Board members over 50.

¹ Board and senior leadership diversity disclosure is GRI 405-1 and is within Deloitte & Touche LLP's review scope as detailed on page 79.



Governance continued

Board responsibility

Information on Board diversity can be found within the [2025 Notice of Annual Meeting and Proxy Statement](#).

The Board’s oversight extends to our ESG program. The Board, through its Nominating and Governance Committee (NG Committee) has primary oversight responsibility for the Company’s ESG initiatives and risks, reviewing at least annually the Company’s policies and activities regarding sustainability and environment. Such oversight includes a review of the Company’s management of related risks including climate-related risks, in consultation with the Audit Committee of the Board (Audit Committee) as appropriate. The NG Committee also receives updates, at least annually, regarding the Company’s stockholder engagement program, which regularly includes discussion of, and feedback on, ESG-related matters. In certain cases, a member of the Board will participate in the stockholder engagement calls and report on such participation to the NG Committee.

The Audit Committee regularly reviews and discusses the key risks identified in the Company’s ERM program with leadership, their potential impact on the Company and our operations and our risk mitigation strategies and related disclosure matters. These risks may be related to climate change, sustainability and other ESG-related matters. The Governance Risk and Compliance Committee, composed of senior management, works in tandem with the Audit Committee to ensure all levels of leadership are involved

in the discussion and articulation of WBA’s top risks. We routinely evaluate our risk mitigation activities, and when risks are identified above a certain threshold, WBA works to develop action plans with timelines and responsibilities that are monitored and reported upon following implementation.

The Audit Committee is also responsible for oversight of the Company’s Internal Audit function, which in partnership with management works to evaluate and improve the effectiveness of governance, risk management and control processes throughout the Company. In fulfilling its responsibility, among other things, the Audit Committee actively engages and approves (i) the Internal Audit department’s charter, (ii) the risk-based internal audit plan, (iii) the Internal Audit department’s budget and resource plan, (iv) decisions regarding the appointment and removal of the General Auditor (who functionally reports to the Audit Committee), and (v) the remuneration of the General Auditor. The Audit Committee receives regular audit reports from the Internal Audit department and receives and discusses reports from the Company’s General Auditor at each Audit Committee meeting. Additionally, the Audit Committee meets privately in executive session with the General Auditor at each quarterly Audit Committee meeting.

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

We recognize that the long-term effects of global climate change present both physical risks (such as extreme weather conditions or rising sea levels) and transition risks (such as regulatory or technology changes), which could be expected to be widespread and unpredictable. We disclose more information on the actions taken stemming from the completed climate scenario analysis and identified risks and opportunities within the following documents:

- IISB-aligned Climate Response (formerly our TCFD Response), on page 69
- Our [2024](#) and [2023](#) Annual Reports
- [CDP link](#)

WBA will continue to monitor best practices for disclosing physical and transition risks and evolve its reporting as needed.



Governance continued

Policies

GRI 2-23, 2-24, 2-27

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

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

have executives at the Operating Committee level responsible for the implementation and management of all internal policies.

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

As a community pharmacy and healthcare provider, everything we do, everything we sell, every supplier we work with and everything in between has a far-reaching impact. We are committed to respecting and upholding the dignity, wellbeing and human rights of every individual affected by our business activities, including our patients and customers, team members, suppliers and local communities. This commitment applies to all WBA affiliates and extends to respecting all internationally recognized human rights as detailed in the United Nations Guiding Principles. Our Human Rights Policy Statement is based on the International Bill of Human Rights and adopts the core labor standards from the United

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

Code of Conduct and Ethics

GRI 2-26

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

The Code extends to our Board; Company officers; team members; team members of our subsidiaries; officers and team members of any business in which WBA or a subsidiary has a controlling interest; and parties acting on behalf of WBA or its subsidiaries, including consultants, agents, suppliers, intermediaries or representatives. We expect everyone involved with WBA to read, understand and commit to complying with our Code. Annually, part-time and full-time WBA team members and applicable WBA subsidiaries' team members receive training on our Code and attest to their associated responsibilities to abide by the Code and applicable WBA policies.

As part of our "speak up" culture, our confidential Compliance and Ethics Hotline and online portal, wba.ethicspoint.com, are available for any team member to raise concerns about inappropriate business conduct or unethical behavior. The hotline is managed by an independent third party and is available 24/7 in local languages. We expect our people to behave ethically and responsibly when acting on our behalf and as their own representatives. This extends to all levels of our organization, including our Board.

Further guidance on conflicts of interest at the Board level can be found within the WBA Corporate Governance Guidelines and in the [2025 Notice of Annual Meeting and Proxy Statement](#).

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



Health and Safety

GRI 401-2¹, 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 416-2, 417-1

WBA is committed to fostering a safe environment for team members, customers, patients, contractors and suppliers across all our business segments.

We continuously work to improve our management of health and safety guided by the WBA Health, Safety, and Environment (HSE) Committee and [WBA HSE Policy](#). Within the WBA HSE Policy, team members can find guidance on health and safety concern reduction and mitigation processes, in addition to guidance on determining corrective actions for workplace incidents and investigations.

Comprehensive health benefits and resources

Investing in team members' health and wellbeing is essential for a thriving workforce and a successful business. Comprehensive benefits packages contribute to a healthier, more productive and engaged team. 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. This ESG Technical Report 2024 focuses on three of our largest employers – Walgreens, Boots UK and Boots Opticians – which account for approximately 88% of our 312,000 team members. To learn more about our benefits please see the [ESG Impact Report 2024](#).

Full-time U.S. team members

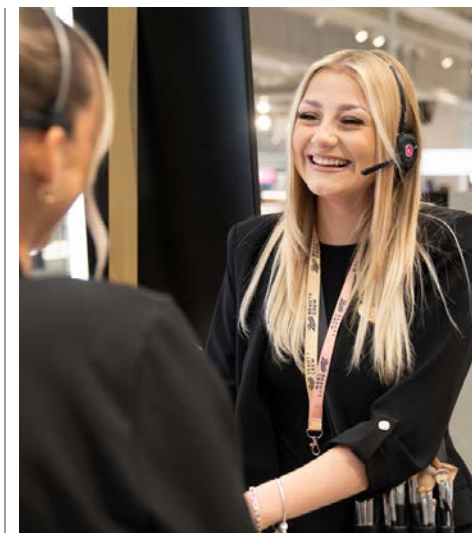
- Access to Life365 Employee Assistance Programs (EAP) and Be Well Connected, as well as paid parental leave, paid leave and paid time off.
- Financial Wellbeing programs that include a 401(k) savings plan with Company matching contributions and an employee stock purchase plan.
- Comprehensive health 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 or therapist to manage chronic conditions such as diabetes and high blood pressure, lose weight, improve nutrition and make positive lifestyle changes.
- Team members also enjoy discounts at Walgreens on a range of products and services.

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.



Investing in team members' health and wellbeing is essential for a thriving workforce and a successful business.

¹ GRI 401-2 is within Deloitte & Touche LLP's review scope as detailed on page 79.



Health and Safety continued

Patient safety: pharmacy dispensing

GRI 416-1¹, 417-1

Dispensing and distributing pharmaceuticals is the most significant part of our business, with 63% of our sales in fiscal 2024 coming from the sale and distribution of prescription medications and pharmacy-related services. Millions of people count on us to safely dispense medications, so, patient safety is at the heart of our management of pharmacy operations. We strive to be the industry leader by continuously enhancing our processes to minimize risks to patients. As such, all WBA pharmacy dispensing businesses annually review and evaluate pharmacy operations for compliance with our Pharmacy Operations Governance Policy.

Our pharmacy systems are designed for the safe dispensing of medications. Our standardized dispensing processes detail each step in the fulfillment process, from receipt of prescription through consultation and dispensing of the medication. There are multiple digital safety checks, including bar code scanning, safety-enhancing automation processes and digital safety alerts utilizing cutting-edge technology. To help ensure patient safety, our prescription labels are designed to meet both regulatory

63%

of our sales in fiscal 2024 came from the sale and distribution of prescription medications and pharmacy-related services.

requirements and our internal standards. Descriptions of medications are affixed to each prescription dispensed, and each prescription is dispensed with a patient leaflet that informs patients of the name and use of the medication, potential adverse reactions, information about drug interactions, safe medication disposal and other important health information. At Walgreens, this information is available in 14 languages, and additional services are available for hearing and visually impaired patients.

All WBA businesses must have documented processes in place to facilitate the collection of key performance metrics on health and safety, including pharmacy incidents. Safety performance is supported by robust systems such as continuous quality improvement (CQI) programs, procedures and monitoring to reduce and prevent incidents. Our CQI programs support and uphold our long-standing patient safety culture by empowering and encouraging all team members to report pharmacy incidents, near

misses and overall safety opportunities to the U.S. Patient Safety Research Foundation, a patient safety organization listed with the Agency for Healthcare Research and Quality. Multiple safety data sources are reported and analyzed, and opportunities for process, systems, physical environment and educational materials are constantly evaluated. Technology and process solutions as well as ongoing team member activities and training are developed based on the evaluation of results.

Our annual pharmacy operations reviews include the following processes:



Monitoring the professional qualifications of pharmacists and pharmacy team members.



Compliance with pharmacy team member professional development requirements.



Referring pharmacy professionals' fitness to practice to the appropriate regulatory body when required by law.



Safe storage, preparation, dispensing, compounding, and sale and supply of medicinal products.



Compliance with standard operating procedures (SOPs) across dispensing, pharmacist control checks, patient counseling, record keeping, management of controlled drugs and narcotics, medicines date checking, quality assurance, error management and other issues.



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



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

¹ GRI 416-1 is within Deloitte & Touche LLP's review scope as detailed on page 79.



Health and Safety continued

Walgreens continues to maintain National Association of Boards of Pharmacy accreditation for Durable Medical Equipment, Prosthetics, Orthotics and Supplies. It is also accredited for Community Pharmacy, being recognized for an advanced level of patient care services, quality and safety. In addition, Walgreens has current enterprise-wide URAC Specialty Pharmacy Accreditation at its central specialty pharmacies and all of its community-based specialty pharmacies, as well as Accreditation Commission for Health Care (ACHC) Accreditation for its central specialty pharmacies including the Distinctions in Oncology, and Rare Disease and Orphan Drugs. Select community-based specialty sites also have obtained the ACHC Specialty Pharmacy Accreditation. Walgreens Mail Service Pharmacy has also been awarded the URAC Mail Service Pharmacy Accreditation. In addition, central specialty pharmacies hold the National Association Board of Pharmacy (NABP) Specialty Pharmacy Accreditation. URAC, NABP and ACHC are independent third-party organizations that provide healthcare accreditations based on industry standards.

Product safety

GRI 416-1, 417-1, 417-2, 417-3

At WBA, product safety is the foundation of our commitment to our customers. We ensure our owned brand products – spanning health, beauty, home and cleaning products, food, paper goods and other categories – are rigorously analyzed for compliance with all applicable laws and regulations along with our own high performance, safety and quality standards. Furthermore, manufacturers of our owned brand products use a third-party product testing lab that we select to validate safety and quality before our products reach our customers and patients.

▶ We proactively seek feedback on our products and services and address incidents where we fail to meet our own high standards or customers' needs and expectations. Instructions for how to share feedback can be found on our Walgreens, Boots and No7 websites.

We have an established testing program that ensures products are assessed across the full product lifecycle. Our program requires periodic testing be conducted by independent third-party laboratories validating that quality, safety, compliance and applicable regulatory standards have been satisfied, including but not limited to analytical tests (chemical/composition), performance

tests (durability and functionality), flammability standards, and claim validation (labeling). See page 57 in the [ESG Impact Report 2024](#) for additional information on our marketing and labeling practices.

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

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





Information Security

GRI 3-3, 418-1

Risk management and strategy

The Company recognizes the critical importance of safeguarding sensitive information and responding effectively to cybersecurity threats or incidents. As a part of the Company's overall risk management strategy, the Company implements a lines-of-defense model for protecting the enterprise against cybersecurity-related threats.

The Chief Information Officer (CIO) has first line responsibility for the protection of the Company against cybersecurity-related threats, which includes evaluating potential threats and determining the appropriate responses. The Chief Information Security Officer (CISO), who reports to the CIO, is the executive accountable for the monitoring, continuous development and improvement of the Company's Information Security program. This program, which is aligned to the National Institute of Standards and Technology Cybersecurity Framework, provides strategic oversight with respect to cybersecurity controls for the Company's technology, identifies potential risks in the Company's supplier ecosystem and outlines threat intelligence and incident response coordination for current and emerging cybersecurity risks. Additionally, the CISO and CIO continually evaluate and make updates to the Information Security program to align with regulatory requirements and industry best practices to keep Company-wide training initiatives related to cybersecurity risks robust and up to date.

New team members receive training on a variety of issues, including security and privacy.

As part of the second line of defense, the Company maintains a Technology, Risk and Compliance (TRC) function and a Company-wide ERM program for which the WBA Chief Ethics and Compliance Officer provides oversight.

The CISO partners closely with the Legal, Privacy and TRC teams, allowing for coordination with respect to policy design and providing domain expertise for incident response, as well as setting strategy. The CISO's updates to the overall risk management strategy and policy incorporate real-time operating metrics from the Company's technology environment as well as industry knowledge from team members and consultants, internal and external auditors, participation in professional peer networks, membership in Information Sharing and Analysis Centers, and commercial threat intelligence. Additionally, on a regular basis, the CISO briefs the CIO and other executive management committee members on emerging threats.

The Company has established a comprehensive Data Security Event Plan (DSEP) which formalizes how the Company and management identify, investigate, respond to and report incidents involving unauthorized access to sensitive data. The DSEP is co-managed by the CISO, the Chief Privacy Officer and the Vice President of Technology Risk. The DSEP assists with establishing a repeatable process for management to identify the relative significance of incidents and defines internal and external reporting obligations. Response strategies are tailored to the circumstances of each incident, considering technical, business, legal and regulatory factors. Once incidents are properly identified and assessed under the DSEP, communications are coordinated internally and escalated accordingly to the Audit Committee and the Board, as well as externally, to allow for timely dissemination of accurate information while adhering to legal and regulatory requirements.

The Company engages outside experts as needed to supplement in-house expertise with industry-leading experts for incident response and recovery, digital forensics, penetration testing and outside counsel specializing in cybersecurity matters. To mitigate cybersecurity risks and threats arising from the Company's use of third-party service providers, the Company conducts proactive diligence on certain service providers' information security programs to help meet the Company's baseline cybersecurity standards as set by the CISO under the Information Security program.

In evaluating cybersecurity incidents, management considers the potential impact to customer privacy as well as results of operations, controls and financial condition, as well as the potential impact, if any, to the Company's business strategy or reputation. As of the date hereof, we are not aware of any risks from cybersecurity threats, including risks from any past cybersecurity threats, that have materially affected our business or results of operations. However, future cybersecurity threats could materially affect us, including our business strategy, results of operations or financial condition.

Governance

The Audit Committee, whose members include seasoned technologists and technology consultants, has been delegated responsibility for overseeing the Company's management of strategy with respect to data, privacy and cybersecurity risks.

The Audit Committee receives briefings from the CISO related to ongoing cybersecurity-related initiatives and cybersecurity risks, including emerging threats, at least quarterly. Additionally, the Audit Committee regularly reviews and discusses with management, no less than annually, the Company's enterprise risk assessment and key enterprise risks in connection with the larger ERM program, which includes matters related to information security and technology risks, including cybersecurity.



Patient and Customer Privacy

GRI 3-3, 418-1¹

We respect patient and customer privacy and data in line with leading data protection standards.

The Privacy and Data Protection Officers of each segment oversee the privacy of WBA's patient, consumer and team member data, with oversight from the Audit Committee. We conduct privacy impact assessments regularly and privacy program reporting is shared with the Audit Committee on a routine basis.



As a global healthcare leader and retailer, personal information is provided to WBA through:

- Purchasing and filling prescriptions
- Patient visits at healthcare locations
- Enrolling in promotional and loyalty programs
- Registering on our websites
- Otherwise communicating with us

We are transparent with our customers about how we use their data. Statements are posted on our websites and include information about data usage and safeguards. We publish our policies about individual rights requests regarding the use and deletion of personal information for customers in applicable jurisdictions. We comply with EU and UK laws on data protection and privacy, and our standard policy is to notify all data subjects of reportable data incidents in accordance with applicable laws.

In the U.S., where the majority of WBA personal health data resides, the Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rule compliance programs incorporate administrative, technical and physical safeguards. Under our HIPAA policy, we receive written authorization from the data subject where required, and collection and processing are limited to the stated purpose.

We also have a program to receive, investigate and respond to privacy complaints. At the request of our business partners, WBA engages with HITRUST, a third-party organization, to assess the security and privacy controls around



Walgreens patient data. WBA also works with an independent assessor to conduct interim assessments to ensure continued adherence to HITRUST requirements. Additionally, Walgreens is subject to an annual Payment Card Industry Data Security Standard assessment that includes a review of our policies and procedures to safeguard Walgreens customer credit card data.

▶ Patients and customers can visit the [Walgreens](#) and [Boots](#) websites for answers to common privacy and security questions.

Internally, annual privacy training is mandatory for applicable team members, including pharmacy, retail and support office. Externally, applicable U.S. contractors are legally obligated to receive privacy training. We also have policies and procedures in place that govern data transfers to third parties, including appropriate methods and controls, such as standard contractual clauses.

¹ GRI 418-1 is within Deloitte & Touche LLP's review scope as detailed on page 79.



Appendices



GRI Content Index

Walgreens Boots Alliance continues to align its ESG reporting to the Global Reporting Initiative Sustainable Reporting Standards (GRI Standards).

This ESG Technical Report 2024 has been prepared in accordance with the GRI Standards: GRI 1 Foundation 2021, GRI 2 General Disclosures 2021, and GRI 3 Material Topics 2021. This GRI Content Index reflects the material ESG topics that emerged in our most recent complete ESG materiality assessment, which was concluded during fiscal 2023.



GRI Disclosure		References and responses
GRI 1: Foundation 2021		
Reporting Principles and Requirements		Our ESG Strategy; page 11
General disclosures		
GRI 2: General Disclosures 2021		
The organization and its reporting practices		
2-1	Organizational details	At a Glance; page 9
2-2	Entities included in the organization's sustainability reporting	About This Report; page 3 At a Glance; page 9 Direct Response: On October 31, 2023, the Company completed the sale of the Farmacias Ahumada business in Chile. The data for this business is not included in the fiscal 2024 disclosures.
2-3	Reporting period, frequency and contact point	About This Report; page 3 A Message to Our Stakeholders; page 5 Stakeholder Engagement; page 14
2-4	Restatements of information	Direct Response: We did not make any restatements of information during the reporting period.
2-5	External assurance	About This Report; page 3 Assurance Report; page 79 <u>2025 Notice of Annual Meeting and Proxy Statement</u> ; page 37



GRI Content Index continued

GRI Disclosure		References and responses
Activities and workers		
2-6	Activities, value chain and other business relationships	At a Glance; page 9 2024 Annual Report ; pages 1-33, 43
2-7	Employees	Healthy and Inclusive Workplace Management Approach; page 21 Team Member Type, Turnover and Parental Leave; page 22 2024 Annual Report ; pages 8-10
2-8	Workers who are not employees	Direct response: At the end of fiscal 2024, we had 19,881 non-employee workers. Most of these non-employee workers are in the areas of IT and Accounting. We have contracts with consulting services who directly employ these workers.
Governance		
2-9	Governance structure and composition	Corporate Governance and Risk Management; page 37 Leadership team (web reference) https://www.walgreensbootsalliance.com/about-us/leadership-team 2025 Notice of Annual Meeting and Proxy Statement ; pages 8, 14-16, 29, 31, 33, 36-39
2-10	Nomination and selection of the highest governance body	Corporate Governance and Risk Management; page 37 2025 Notice of Annual Meeting and Proxy Statement ; pages 12-28
2-11	Chair of the highest governance body	2025 Notice of Annual Meeting and Proxy Statement ; pages 24, 38
2-12	Role of the highest governance body in overseeing the management of impacts	Stakeholder Engagement; page 14 Corporate Governance and Risk Management; page 37 2025 Notice of Annual Meeting and Proxy Statement ; pages 36-37
2-13	Delegation of responsibility for managing impacts	Corporate Governance and Risk Management; page 37
2-14	Role of the highest governance body in sustainability reporting	Corporate Governance and Risk Management; page 37
2-15	Conflicts of interest	2025 Notice of Annual Meeting and Proxy Statement ; page 48 Code of Conduct and Ethics; pages 3, 5, 20 2024 Annual Report ; page 33
2-16	Communication of critical concerns	2025 Notice of Annual Meeting and Proxy Statement ; pages 34, 47



GRI Content Index continued

GRI Disclosure		References and responses
2-17	Collective knowledge of the highest governance body	2025 Notice of Annual Meeting and Proxy Statement ; pages 30, 46 Code of Conduct and Ethics ; page 5
2-18	Evaluation of the performance of the highest governance body	2025 Notice of Annual Meeting and Proxy Statement ; page 46 WBA Corporate Governance Guidelines
2-19	Remuneration policies	2025 Notice of Annual Meeting and Proxy Statement ; pages 60, 69
2-20	Process to determine remuneration	2025 Notice of Annual Meeting and Proxy Statement ; pages 60-72
2-21	Annual total compensation ratio	2025 Notice of Annual Meeting and Proxy Statement ; page 81
2-22	Strategy policies and practices	A Message to Our Stakeholders; page 5 Q&A with Our ESG Committee Chair; page 7 ESG Strategy; page 11
Strategy, policies and practices		
2-23	Policy commitments	Corporate governance and risk management; page 37 Policies; page 39 Sustainable Marketplace Management Approach; page 26 Code of Conduct and Ethics Environment, Social and Governance Policy Statements; page 39 Direct Response: Walgreens Boots Alliance does not have a policy regarding the precautionary principle or approach. We are involved with a number of externally developed initiatives, as listed in the Stakeholder Engagement section of this Report.
2-24	Embedding policy commitments	Ethical Sourcing Standards; page 27 Governance; page 37 Corporate governance and Risk Management; page 37 Policies; page 39



GRI Content Index continued

GRI Disclosure		References and responses
2-25	Processes to remediate negative impacts	<p>Double Materiality; page 12</p> <p>Direct response: The latest WBA double materiality assessment was conducted in 2023 and looked ahead to the next several years. The scope of the materiality project, particularly during the interview and workshop stages, included consideration of areas where WBA has potentially negative impacts as well as activities creating positive results. We place importance on the provision of effective remedy wherever human rights impacts occur through Company-based grievance mechanisms. We encourage anyone who works for or on behalf of WBA to speak up, without fear of retaliation, about any complaints or concerns they may have in relation to human rights. We expect our suppliers and business partners to make the same commitment. This is stated in the WBA Human Rights Policy Statement and described on page 39. We commit to promoting a grievance mechanism for colleagues to raise complaints or concerns. We would never impede access to state-based judicial or non-judicial mechanisms for individuals or communities who feel their human rights have been impacted. Stakeholder feedback, particularly from patients and customers, is captured and tracked across WBA.</p>
2-26	Mechanisms for seeking advice and raising concerns	<u>Code of Conduct and Ethics</u> ; page 8-10, 35
2-27	Compliance with laws and regulations	Direct response: Record of noncompliance and legal disputes can be found in our 2024 Annual Report.
2-28	Membership of associations	Stakeholder Engagement; page 14 Memberships and associations; page 16
2-29	Stakeholder engagement	Stakeholder Engagement; page 14
Stakeholder engagement		
2-30	Collective bargaining agreements	<p>Direct response: As of Aug. 31, 2024, 6.7% of our employees across the globe were covered by collective bargaining agreements.</p> <p>WBA respects and upholds the right of workers in conformity with local law to be members of trade unions of their own choosing and to bargain collectively, in accordance with the appropriate local laws. All WBA segments, businesses and corporate functions are required to keep up-to-date written policies defining the rights of each employee to trade union membership where statutorily or legally required, according to our internal human resources policy.</p>
Material topics		
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	Double Materiality; page 12 ISSB-aligned Climate Report (formerly TCFD Response); page 69
3-2	List of material topics	Double Materiality; page 12



GRI Content Index continued

GRI Disclosure		References and responses
GRI 200 Economic Standards Series		
Economic performance		
GRI 3: Material Topics 2021		
3-3	Management of material topics	At a Glance; page 9 Our ESG Strategy; page 11 Healthy Communities Management Approach; page 18 Sustainable Marketplace Management Approach; page 26 Healthy Planet Management approach; page 31 ISSB-aligned Climate Report (formerly TCFD Response); pages 69-74
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	At a Glance; page 9 Corporate Giving; page 19 2024 Annual Report ; pages 1, 8, 46 Direct Response: We recognize the importance of compensation in attracting and retaining top talent. To meet our aim of offering competitive pay and benefits, the compensation department conducts an annual pay analysis against key roles.
201-2	Financial implications and other risks and opportunities due to climate change	ISSB-aligned Climate Report (formerly TCFD Response); page 69-74 2024 Annual Report ; pages 14, 21, 23
201-3	Defined benefit plan obligations and other retirement plans	Direct Response: Plans' liabilities vary by plan. In some cases a plan might be funded through a segregated plan trust or liabilities may not exist because a plan might not be a pension plan. You can find information on plan liabilities in the WBA 2024 Annual Report on pages 101-105. For the U.S., Puerto Rico and WBA Inc. participation rates are 49%, 70% and 26% respectively. For Boots UK, the participation rate is approximately 70%.
201-4	Financial assistance received from government	Direct Response: The Company received \$46 million in tax credits in fiscal 2024. The Company has received tax holidays from Swiss cantonal income taxes relative to certain of its Swiss operations. The income tax holidays expired in September 2022. A reduced tax rate was effective through August 2024. The holidays had a beneficial impact of \$9 million, \$104 million (inclusive of capital GILTI tax cost) during fiscal 2023, 2022, respectively. This benefit is primarily included as part of the foreign income taxed at non-U.S. rates line in the effective tax rate reconciliation table in the WBA 2024 Annual Report on page 113. WBA is a publicly traded company on the Nasdaq. Norge Bank Investment Management is a shareholder of WBA. Its current stake, shares owned, and value can be found through online disclosures.



GRI Content Index continued

GRI Disclosure		References and responses
Market Presence		
GRI 3: Material Topics 2021		
3-3	Management of material topics	<p>At a Glance; page 9</p> <p>Our ESG Strategy; page 11</p> <p>Double Materiality; page 12</p> <p>Stakeholder Engagement; page 14</p> <p>Healthy and Inclusive Management Approach; page 21</p>
GRI 202: Market Presence 2016		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	<p>Direct Response: Ratio of our standard entry-level hourly wage to local minimum wage varies depending on minimum wage standards by location. For our U.S. Walgreens business operating in all 50 states, our starting hourly wage for all team members is \$15.00 an hour. The Company consistently reviews wages guidelines to make updates where needed.</p> <p>In April of 2023 Boots UK applied wage increases to its payroll, enabling the business to continue paying above the national minimum wage for those with six months' experience or more in the business.</p> <p>Standard entry level wage does not vary by gender. In addition, we strive to work with suppliers who maintain WBA's commitment to fair wages and hours for all workers.</p>
202-2	Proportion of senior management hired from the local community	<p>Direct Response: For both the U.S. and UK, 100% of senior management have been hired from the local community. Senior management is Senior Directors and above. Local is defined by country, as we operate globally. Significant location of operation is based on sales.</p>
Indirect Economic Impacts		
GRI 3: Material Topics 2021		
3-3	Management of material topics	<p>At a Glance; page 9</p> <p>Our ESG Strategy; page 11</p> <p>Double Materiality; page 12</p> <p>Stakeholder Engagement; page 14</p> <p>Healthy Communities Management Approach; page 18</p>



GRI Content Index continued

GRI Disclosure	References and responses
GRI 203: Indirect Economic Impacts 2016	
203-1	<p>Infrastructure investments and services supported</p> <p>Healthy Communities Management Approach; page 18 Corporate Giving; page 19</p> <p>Direct response: WBA has supported non-cash donations inclusive of product donations, volunteering time, and volunteer events. WBA's product donation strategy enhances the Company's efforts to support local communities while minimizing waste. Instead of returning excess inventory to brands for disposal, where applicable Walgreens donates products directly from stores and distribution centers to partner organizations. This includes nonperishable food, personal care items, Walgreens owned brands, and seasonal products. Boots and No7 Beauty Company have a longstanding partnership with The Hygiene Bank and have donated over 1.5 million products and have established 590 donation locations across the UK over the course of the partnership.</p>
203-2	<p>Significant indirect economic impacts</p> <p>Healthy Communities Management Approach; page 18</p> <p>Direct response: 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. Boots UK's Pharmacy First scheme, an initiative with the NHS, has enabled 300,000 people to access care for minor ailments that previously required a GP visit, significantly improving healthcare accessibility while reducing costs. 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 – including partnerships with major companies. 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.</p>
Anti-Corruption	
GRI 3: Material Topics 2021	
3-3	<p>Management of material topics</p> <p>Our ESG Strategy; page 11 Double Materiality; page 12 Sustainable Marketplace Management Approach; page 26 <u>Code of Conduct and Ethics</u>; page 26</p>
GRI 205: Anti-corruption 2016	
205-1	<p>Operations assessed for risks related to corruption</p> <p>Sustainable Marketplace Management Approach; page 26 <u>2025 Notice of Annual Meeting and Proxy Statement</u>; pages 31-33 <u>Code of Conduct and Ethics</u>; page 26 <u>2024 Annual Report</u>; pages 14, 32</p>



GRI Content Index continued

GRI Disclosure		References and responses
205-2	Communication and training about anti-corruption policies and procedures	<p>Policies; page 39</p> <p><u>Code of Conduct and Ethics</u>; pages, 7, 21, 26</p> <p>Direct response: WBA strives to maintain high ethical standards. WBA's Code of Conduct and Ethics extends and is publicly available to all WBA officers, employees, any officers or employees of a business or company in which WBA or any of its subsidiaries has a controlling interest, and other parties acting on behalf of WBA no matter where they are located in the world. A WBA employee is any employee of WBA or any of its subsidiary companies. The Code also extends to any officers and employees of a business or company in which WBA or any of its subsidiaries has a controlling interest. It also extends to other parties acting on behalf of WBA or any of its subsidiaries, such as consultants, agents, intermediaries or other representatives of WBA, including our Board of Directors. WBA strives to maintain high ethical standards and requires its employees and others doing business with WBA, including its consultants, agents, intermediaries, and representatives, to comply with all applicable anti-bribery and corruption laws and other regulations that prohibit bribery, solicitation of bribery and the payment of kickbacks. Each WBA business and corporate function is accountable for implementation of the Company's policies on this issue, including ensuring ongoing, tailored communication for relevant employees. Each business and corporate function must also ensure that appropriate training is available to employees and associated persons whose roles involve risk related to this area. The Company expects our suppliers to adopt responsible processes and practices and the quality of goods or services provided to us to meet the standards set out in the Code and applicable policies. It is WBA's intention to source from suppliers who can satisfy our standards with regard to anti-corruption or who have given a commitment to achieve these standards within an agreed time frame. Sourcing responsibly is our approach to achieving these standards with suppliers. Any corrupt, improper or unethical behavior in dealings with suppliers is prohibited.</p>
205-3	Confirmed incidents of corruption and actions taken	<p>Direct response: We disclose all material litigation, as required in our WBA 2024 Annual Report and quarterly reports filed with the SEC. We make these reports publicly available under SEC Filings at https://investor.walgreensbootsalliance.com/</p> <p>Omission</p> <p>Part of Disclosure Omitted: Total number and nature of confirmed incidents of corruption; total number of confirmed incidents in which employees were dismissed or disciplined for corruption; and total number of confirmed incidents when contracts with business partners were terminated or not renewed due to violations related to corruption.</p> <p>Reason for Omission: Business confidential.</p> <p>Explanation for Omission: Reasons for limiting disclosure include, but are not limited to, confidentiality.</p>
Anti-Competitive Behavior		
GRI 3: Material Topics 2021		
3-3	Management of material topics	<p>Our ESG Strategy; page 11</p> <p>Double Materiality; page 12</p> <p>Stakeholder Engagement; page 14</p> <p>Sustainable Marketplace Management Approach; page 26</p> <p><u>Code of Conduct and Ethics</u>; page 21</p>



GRI Content Index continued

GRI Disclosure		References and responses
GRI 206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Direct Response: We disclose all material litigation, including matters related to competition law, as required in our WBA 2024 Annual Report and quarterly reports filed with the SEC. We make these reports publicly available under SEC Filings at https://investor.walgreensbootsalliance.com/
GRI 300 Environmental Standards Series		
Materials		
GRI 3: Material Topics 2021		
3-3	Management of material topics	Our ESG Strategy; page 11 Double Materiality; page 12 Stakeholder Engagement; page 14 Healthy Planet Management Approach; page 31 Sustainable Marketplace Management Approach; page 26
GRI 301: Materials 2016		
301-1	Materials used by weight or volume	Sustainable Packaging; page 29
301-2	Recycled input materials used	Sustainable Packaging; page 29 Direct response: We do not currently have the capabilities to track recycled material input outside of recycled plastic and wood input in the packaging of our Walgreens and Boots owned brands.
301-3	Reclaimed products and their packaging materials	Waste; page 34
Energy		
GRI 3: Material Topics 2021		
3-3	Management of material topics	Our ESG Strategy; page 11 Stakeholder Engagement; page 14 Healthy Planet Management Approach; page 31



GRI Content Index continued

GRI Disclosure		References and responses
GRI 301: Energy 2016		
302-1	Energy consumption within the organization	Energy and Emissions; page 32 WBA Statement of Greenhouse Gas Emissions and Energy Consumption
302-2	Energy consumption outside of the organization	Omission Part of Disclosure Omitted: Energy consumption outside of the organization. Reason for Omission: Information unavailable. Explanation for Omission: WBA does not have information available for energy consumption outside of the organization.
302-3	Energy intensity	Energy and Emissions; WBA Statement of Greenhouse Gas Emissions and Energy Consumption
302-4	Reduction of energy consumption	Omission Part of Disclosure Omitted: Energy consumption outside of the organization. Reason for Omission: Information unavailable Explanation for Omission: WBA does not have this information available for energy consumption outside of the organization.
302-5	Reductions in energy requirements of products and services	Direct Response: We do not currently have the capabilities to track reductions in energy requirements of sold products and services achieved during the reporting period.
Emissions		
GRI 3: Material Topics 2021		
3-3	Evaluation of the management approach	Our ESG Strategy; page 11 Stakeholder Engagement; page 14 Healthy Planet Management Approach; page 31
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	Energy and Emissions; page 32
305-2	Indirect (Scope 2) GHG emissions	Energy and Emissions; page 32
305-3	Other indirect (Scope 3) GHG emissions	Energy and Emissions; page 32
305-4	GHG emissions intensity	Energy and Emissions; page 32



GRI Content Index continued

GRI Disclosure		References and responses
305-5	Reduction of GHG emissions	Energy and Emissions; page 32 Direct response: The only gas that is material for WBA is CO ₂ . We believe that hydrofluorocarbons (HFCs) may be material to the Company, and we are implementing processes that will allow for reporting on HFCs in future reports if material. Source of the emission factors and the global warming potential (GWP) rate used: AR6 Emission Factors; U.S. Environmental Protection Agency (EPA) Emissions & General Resource Integrated Database; UK Department for Environment, Food & Rural Affairs (DEFRA); and International Energy Agency (IEA).
305-6	Emissions of ozone-depleting substances (ODS)	Direct response: Trichlorofluoromethane (CFC-11) is not applicable to our business operations. We therefore do not track this.
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx) and other significant air emissions	Direct response: Nitrogen oxides (NOx) and sulfur oxides (SOx) are not applicable to our business operations. We therefore do not track this.

Effluents and waste

GRI 3: Material Topics 2021

3-3	Management of material topics	Our ESG Strategy; page 11 Stakeholder Engagement; page 14 Healthy Planet Management Approach; page 31
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GRI 306: Effluents and Waste 2020

306-1	Waste generation and significant waste-related impacts	Sustainable Packaging; page 29 Waste; page 34
306-2	Management of significant waste-related impacts	Sustainable Packaging; page 29 Waste; page 34 Direct Response: WBA is involved in the following initiatives and partnerships to prevent waste generation throughout its value chain, PenCycle, Recycle at Boots, Olio partnership, Boots Opticians eco-friendly eyewear collection, Boots' partnership with the Hygiene Bank and Walgreens' GreenBox Program. More information on the above initiatives and partnerships can be found in the ESG Impact Report 2024 .
306-3	Waste generated	Sustainable Packaging; page 29 Waste; page 34
306-4	Waste diverted from disposal	Waste; page 34 Direct response: Onsite waste consists of diverted reusable totes while offsite waste accounts for all other diverted waste. 185,925 metric tonnes of waste are handled onsite and 441,331 metric tonnes are handled off-site.
306-5	Waste directed to disposal	Waste; page 34



GRI Content Index continued

GRI Disclosure		References and responses
Supplier environmental assessment		
GRI 3: Material Topics 2021		
3-3	Management of material topics	At a Glance; page 9 Our ESG Strategy; page 11 Stakeholder Engagement; page 14 Sustainable Marketplace Management Approach; page 26 Healthy Planet Management Approach; page 31
GRI 308: Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	Ethical Sourcing Standards; page 27 Sustainable Packaging; page 29
308-2	Negative environmental impacts in the supply chain and actions taken	Ethical Sourcing Standards; page 27 Sustainable Packaging; page 29 Direct response: No zero tolerance violations were detected during fiscal 2024. For sites with critical issues, suppliers have been required to develop and implement immediate remedial action plans to address identified noncompliance. Verification of actions taken are monitored via submission of appropriate evidence and through on-site reassessment.
GRI 400 Social Standards Series		
Employment		
GRI 3: Material Topics 2021		
3-3	Management of material topics	Our ESG Strategy; page 11 Double Materiality; page 12 Stakeholder Engagement; page 14 Healthy and Inclusive Workplace Management Approach; page 21
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	Healthy and Inclusive Workplace Management Approach; page 21 Team Member Type, Turnover and Parental Leave; page 22



GRI Content Index continued

GRI Disclosure		References and responses
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Health and Safety; page 40
401-3	Parental leave	Team Member Type, Turnover and Parental Leave; page 22
Occupational health and safety		
GRI 3: Material Topics 2021		
3-3	Management of material topics	Our ESG strategy; page 11 Double Materiality; page 12 Stakeholder Engagement; page 14 Healthy and Inclusive Workplace Management Approach; page 21 Governance; page 37 Code of Conduct and Ethics ; page 14
GRI 403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	Governance; page 37 Health and Safety; page 40
403-2	Hazard identification, risk assessment, and incident investigation	Governance; page 37 Health and Safety; page 40 ESG Policy Statements Direct Response: Each WBA segment, business and corporate function must designate a director from its management or operating committee to hold specific responsibility for management of all health, safety and environmental (HSE) matters in its operations. The director must ensure that ongoing comprehensive risk assessments are carried out on all work-related activities that carry HSE risks, and that all mitigating controls required by these assessments are implemented promptly as appropriate. Each segment, business and corporate function must have written, fit-for-purpose HSE standards – informed by local legislative requirements – that cover the areas of risk relevant to its operations as well as a compliance program that includes regular HSE audits. Every business must have in place processes for investigating accidents and near misses to help ensure that the root causes of HSE incidents are fully identified and addressed. In addition to internal investigative processes, the Occupational Safety and Health Administration (OSHA) in the U.S. assesses risks, recommends improvements and enforces industry standards. In the UK, primary authorities are consulted on HSE matters, for which they may provide assured advice. As outlined in employee handbooks, policies, and contracts of employment, all employees, agency staff, consultants, and onsite contractors must engage fully in the management of HSE matters of segments, businesses and corporate functions. Any concerns about misconduct or hazardous conditions that may threaten workplace safety should always be reported. WBA does not tolerate retaliation against anyone who raises a legal or ethical concern, reports misconduct in good faith or participates in an investigation.



GRI Content Index continued

GRI Disclosure		References and responses
403-3	Occupational health services	<p>Health and Safety; page 40 ESG Policy Statements</p> <p>Direct Response: Each WBA segment, business and corporate function must designate a director from its management or operating committee to hold specific responsibility for management of all health, safety and environmental (HSE) matters in its operations. The director must ensure that ongoing comprehensive risk assessments are carried out on all work-related activities that carry HSE risks, and that all mitigating controls required by these assessments are implemented promptly as appropriate. Each segment, business and corporate function must have written, fit-for-purpose HSE standards – informed by local legislative requirements – that cover the areas of risk relevant to its operations as well as a compliance program that includes regular HSE audits. Every business must have in place processes for investigating accidents and near misses to help ensure that the root causes of HSE incidents are fully identified and addressed. In addition to internal investigative processes, the Occupational Safety and Health Administration (OSHA) in the U.S. assesses risks, recommends improvements and enforces industry standards. In the UK, primary authorities are consulted on HSE matters, for which they may provide assured advice. As outlined in employee handbooks, policies, and contracts of employment, all employees, agency staff, consultants, and onsite contractors must engage fully in the management of HSE matters of segments, businesses and corporate functions. Any concerns about misconduct or hazardous conditions that may threaten workplace safety should always be reported. WBA does not tolerate retaliation against anyone who raises a legal or ethical concern, reports misconduct in good faith or participates in an investigation.</p>
403-4	Worker participation, consultation, and communication on occupational health and safety	<p>Health and Safety; page 40 Code of Conduct and Ethics; page 14</p> <p>Direct Response: 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.</p>
403-5	Worker training on occupational health and safety	<p>Health and Safety; page 40</p> <p>Direct response: WBA continuously seeks ways to prioritize safety measures and enhance educational training programs. We encourage open dialogue and constructive feedback from all stakeholders, including team members, to ensure best practices.</p> <p>In fiscal 2024 Boots UK trained 52 union and non-union safety representatives to bolster safety capabilities in warehouses. Furthermore, Boots UK revamped and relaunched its safety e-learning training for all team members.</p>
403-6	Promotion of worker health	<p>Health and Safety; page 40</p> <p>Direct Response: You can learn more about benefits at our benefits websites: https://jobs.walgreens.com/en/benefits https://www.boots.jobs/why-boots/rewards-benefits/</p>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<p>Health and Safety; page 40 Ethical Sourcing Standards; page 27 Code of Conduct and Ethics; page 14</p>



GRI Content Index continued

GRI Disclosure		References and responses
403-8 ¹	Workers covered by an occupational health and safety management system	<p>Direct response: WBA has implemented key elements of a health, safety and environmental system in all markets covering all employees. Safety management systems and internal and external auditing processes are in place in several larger markets covering all employees.</p> <p>Omission</p> <p>Part of Disclosure Omitted: Workers who are not employees, and an annual internal or external audit process of the management system.</p> <p>Reason for Omission: Information unavailable.</p> <p>Explanation for Omission: Safety arrangements are commonly in place but are not always structured as recognized safety management systems, and in at least one market they do not always cover non-employee workers. An annual internal and external audit process of the management system is not applied across all markets. Systems and approaches are evolving in some markets. Legal agreements limit and exclude certain responsibilities for record keeping or annual training in some markets.</p> <p>¹ GRI 403-8 required disclosures are within the Deloitte & Touche LLP review scope as detailed on page 79.</p>

Training and education

GRI 3: Material Topics 2021

3-3	Management of material topics	Stakeholder Engagement; page 14 Healthy and Inclusive Marketplace Management Approach; page 21
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GRI 404: Training and Education 2016

401-1	Average hours of training per year per employee	<p>Direct response: Walgreens full-time equivalent team members received an average of 30 hours of training per person. Males received 28 hours and females received 31 hours of training.</p> <p>Omission</p> <p>Part of Disclosure Omitted: Employee category.</p> <p>Reason for Omission: Information unavailable.</p>
401-2	Programs for upgrading employee skills and transition assistance programs	<p>Direct disclosure: At WBA, we believe that investing in our people is key to our collective success. We are committed to fostering a culture of continuous learning and development, providing our team members with the tools and resources they need to thrive in their roles and reach their full potential. This commitment is reflected in our robust training programs, offered across our organization – from our stores and distribution centers to our support offices. 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.</p> <p>Walgreens further supports team members' growth through a structured performance appraisal process that focuses on what is achieved and how. At the start of the year, team members set goals and then, throughout the year, have development conversations and performance evaluations. Walgreens team members are also rated on performance behaviors, such as driving culture and responsible leadership.</p> <p>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 encourage leaders to collect feedback on their team members throughout the year, including during Connect conversations, which occur throughout the fiscal year and before year-end performance reviews. Team members and their managers can use the anytime feedback tool in the performance management system to seek and receive feedback.</p>



GRI Content Index continued

GRI Disclosure		References and responses
401-3	Percentage of employees receiving regular performance and career development reviews	Direct response: 98% of Walgreens team members received performance appraisals.
Diversity and equal opportunity		
GRI 103: Material Topics 2021		
3-3	Management of material topics	Our ESG Strategy; page 11 Double Materiality; page 12 Stakeholder Engagement; page 14 Healthy and Inclusive Workplace Management Approach; page 21 2025 Notice of Annual Meeting and Proxy Statement ; pages 16, 29, 31-33, 35, 42 Code of Conduct and Ethics
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	Direct response: WBA published its latest U.S. Equal Employment Opportunity Employer Information Report (EEO-1) data covering U.S. team members as of June 28, 2024. The EEO-1 report is a mandatory annual submission to the U.S. Equal Employment Opportunity Commission (EEOC). Large private-sector employers are required to submit demographic workforce data, including data by race/ethnicity, sex and job categories. It is important to note the EEOC job categories do not match WBA's workforce organization; therefore, the diversity percentages in the EEO-1 report do not match the diversity data we publish in this ESG Report. 2025 Notice of Annual Meeting and Proxy Statement ; page 16
405-2	Ratio of basic salary and remuneration of women to men	Direct Disclosure Adjusted Gender Pay Difference ¹ (Basic salary only) Executives – 100.1% Managers – 97.88% All non-management employees – 99.75% Overall – 99.53% ¹ US team members only In the UK, our businesses that are subject to the government's gender pay gap regulations publish annual reports. During fiscal 2024, Boots UK published its Seventh Gender Pay Gap Report, which included actions taken toward further reducing the pay gap, encouraging and supporting female employees across the organization and inspiring everyone to reach their full potential. This report showed a median gender pay gap of 0.1%. Boots continues to remain well ahead of the median national average and for the report period ending April 2023 we saw a 2.2% reduction in its mean pay gap from the prior year, down to 16%. Ensuring equality of opportunity remains a key focus and we continue to drive initiatives to maintain our progress in this area.



GRI Content Index continued

GRI Disclosure		References and responses
Local communities		
GRI 103: Management Approach 2016		
3-3	Management of material topics	<p>Our ESG Strategy; page 11 Double Materiality; page 12 Stakeholder Engagement; page 14 Healthy Communities Management Approach; page 18</p> <p>Direct response: For all our major programs we conduct regular analyses to review our methods, activities, impact and return on resource investment. Based on these reviews, we decide to continue, modify or discontinue programs. Community engagement is reviewed in aggregate by operating segments quarterly to determine alignment with our ESG strategy.</p>
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	<p>Healthy Communities Management Approach; page 18 Corporate Giving; page 19 Ethical Sourcing Standards; page 27 Waste; page 34</p> <p>Direct response: Substantially all of our operations have implemented local community engagement. The WBA ESG framework gives our businesses across the world the flexibility to engage with local communities based on the relevant social, environmental and economic context. Our businesses engage with local and national organizations that share our purpose, values and ethics in order to understand where they can have the biggest impact. Engagement channels differ from business to business. Impact assessments are generally conducted for key national ESG programs and are delivered jointly with the partnering organization. Many programs have impacts felt on national or global levels, but they are enacted most thoughtfully in the communities we serve. In the U.S., Walgreens engagement with local community development programs is decentralized and based on local needs. Employees are involved with local organizations and participate in health-related events and support local causes of greatest priority. Walgreens representatives frequently participate in forums and consortiums to contribute to community consultations and research, which often focus on health disparities and social inequities of vulnerable groups. In the UK, Boots works with long-term national partners to support local communities.</p> <p>WBA provides opportunities for any of our customers and patients to give feedback and to raise grievances through online or telephonic mechanisms. This would provide opportunities for local grievances to be addressed.</p> <p>For more information on Healthy Communities, visit https://www.walgreensbootsalliance.com/environmental-social-governance/healthy-communities</p>
413-2	Operations with significant actual and potential negative impacts on local communities	<p>Direct Response: Based on our sector, this is not relevant to our business. We are creating economic opportunity and access to essential products and services.</p>



GRI Content Index continued

GRI Disclosure		References and responses
Supplier social assessment		
GRI 3: Material Topics 2021		
3-3	Management of material topics	Our ESG Strategy; page 11 Double Materiality; page 12 Sustainable Marketplace Management Approach; page 26 Modern Day Slavery and Human Trafficking Statement Code of Conduct and Ethics ; page 26
GRI 414: Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	Ethical Sourcing Standards; page 27
414-2	Negative social impacts in the supply chain and actions taken	Ethical Sourcing Standards; page 27 Modern Day Slavery and Human Trafficking Statement
Public policy		
GRI 3: Material Topics 2021		
3-3	Management of material topics	Our ESG Strategy; page 11 Double Materiality; page 12
GRI 415: Public Policy 2016		
415-1	Political contributions	2025 Notice of Annual Meeting and Proxy Statement ; 37 Policy Engagement and Political Activities
Customer health and safety		
GRI 3: Material Topics 2021		
3-3	Management of material topics	Our ESG Strategy; page 11 Double Materiality; page 12 Stakeholder Engagement; page 14 Governance; page 37 Sustainable Marketplace Management Approach; page 26 Code of Conduct and Ethics ; page 16



GRI Content Index continued

GRI Disclosure		References and responses
GRI 416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	Patient Safety; page 41 Product Safety; page 42
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Health and Safety; page 40 Direct response: We disclose all material litigation as required in our WBA 2024 Annual Report and quarterly reports filed with the SEC. We make these reports publicly available under SEC Filings at https://investor.walgreensbootsalliance.com/financials-filings#annual
Marketing and labeling		
GRI 103: Management Approach 2016		
3-3	Management of material topics	Our ESG Strategy; page 11 Double Materiality; page 12 Healthy Planet Management Approach; page 31
GRI 417: Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	Patient Safety; page 41 Product Safety; page 42 Waste; page 34
417-2	Incidents of non-compliance concerning product and service information and labeling	Product Safety; page 42 Direct response: We disclose all material litigation as required in our WBA 2024 Annual Report and quarterly reports filed with the SEC. We make these reports publicly available under SEC Filings at https://investor.walgreensbootsalliance.com/financials-filings#annual
417-3	Incidents of non-compliance concerning marketing communications	Product Safety; page 42 Direct response: We disclose all material litigation as required in our WBA 2024 Annual Report and quarterly reports filed with the SEC. We make these reports publicly available under SEC Filings at https://investor.walgreensbootsalliance.com/financials-filings#annual



GRI Content Index continued

GRI Disclosure		References and responses
Customer privacy		
GRI 3: Material Topics 2021		
3-3	Management of material topics	<p>Our ESG Strategy; page 11</p> <p>Stakeholder Engagement; page 14</p> <p>Information Security; page 43</p> <p>Patient and Customer Privacy; page 44</p> <p>Code of Conduct and Ethics; pages 17, 24, 33</p>
GRI 418: Customer Privacy 2016		
418-1 ¹	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<p>Information Security; page 43</p> <p>Patient and Customer Privacy; page 44</p> <p>2024 Annual Report; pages 35-36</p> <p>Direct response: For the portion of our pharmacy business that operates in the U.S., we publicly report breaches to the United States Department of Health and Human Services Office for Civil Rights (OCR). Click here for a link to the OCR breach reporting portal. For the portion of our pharmacy business that operates outside the U.S., including in the European Economic Area, we report data breaches to the relevant data protection authorities in compliance with law.</p> <p>Omission</p> <p>Part of Disclosure Omitted: Data disclosure incidents not related to pharmacy GRI Disclosure References and responses.</p> <p>Reason for Omission: Information unavailable.</p> <p>Explanation for Omission: Due to a lack of common definitions for reporting customer data disclosure incidents across industries and jurisdictions, there is a concern that reporting customer data disclosure incidents could be confusing or misleading, especially as it applies to our businesses that operate on a business-to-business service model and in retail.</p> <p>¹ GRI 418-1 required disclosures are within the Deloitte & Touche LLP review scope as detailed on page 79.</p>
Patient and consumer experience		
GRI 3: Material Topics 2021		
3-3	Management of material topics	<p>A Message to Our Stakeholders; page 5</p> <p>At a Glance; page 9</p> <p>Our ESG Strategy; page 11</p> <p>Healthy Communities Management Approach; page 18</p>



GRI Content Index continued

GRI Disclosure		References and responses
Health equity, access, and affordability		
GRI 3: Material Topics 2021		
3-3 ¹	Management of material topics	Our Approach to Reporting; page 4 Our ESG Strategy; page 11 A Message to Our Stakeholders; page 5 Healthy Communities Management Approach; page 18 Direct Response: New in-store health service locations decreased 29%, driven primarily by closure of VillageMD and LabCorp locations. 59 million visitors accessed the Walgreens Find Care platform in fiscal 2024, connecting with healthcare providers across 22 categories via 56+ partners. In fiscal 2024 there were over 21 million clicks on healthcare-focused topics on Walgreens.com. ¹ This KPI maps to Material Topic 4: Health Equity, Access and Affordability and is within the Deloitte & Touche LLP review scope as detailed on pages 79.
Public health outcomes improvement		
GRI 3: Material Topics 2021		
3-3		Our ESG Strategy; page 11 A Message to Our Stakeholders; page 5 Healthy Communities Management Approach; page 18 Corporate Giving; page 19
Innovation and digitalization		
GRI 3: Material Topics 2021		
3-3	Management of material topics	Our ESG Strategy; page 11 A Message to Our Stakeholders; page 5 At a Glance; page 9



SASB Index

WBA's SASB Index¹ includes disclosures as part of the drug retailers industry, representing companies that operate retail pharmacies and distribution centers that supply retail stores.

Sustainability Accounting Standards Board (SASB) Standards are independent standards for ESG disclosures maintained by the International Sustainability Standards Board (ISSB). The SASB reporting standards are industry-specific, covering ESG reporting criteria for 77 industries to meet investor needs. The table below is WBA's SASB Index¹, which includes disclosures as part of the drug retailers industry, which includes companies that operate retail pharmacies and distribution centers that supply retail stores.

¹ SASB Index is included within the scope of Deloitte & Touche LLP review as detailed in the Assurance Report on page 79.

Drug Retailers Standard				
Topic	Metric	Category	Code	Response
Accounting Metrics (as of August 31, 2024)				
Energy Management in Retail	(1) Total energy consumed, (2) Percentage grid electricity, (3) Percentage renewable	Quantitative	HC-DR-130a. 1	(1) 15,343,583 GJ (2) 69.4% (3) 0.6% – lower than previous years due to Boots focus on energy consumption reduction
Data Security and Privacy	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	Discussion and analysis	HC-DR-230a. 1	See Patient and Customer Privacy on page 44.
Patient Health Outcomes	First fill adherence rate	Quantitative	HC-DR-260b. 1	Walgreens first-fill adherence rate, the percentage of patients with prescriptions who refilled medications at Walgreens at least one time after the initial fill, was 63.2% in fiscal 2024. The rate was calculated by reviewing a random sample of 100,000 new-to-therapy patient prescriptions from the following drug classes – antidiabetics, statins or antihypertensive drugs – removing patients on insulin from the sample. Antidiabetics, statins and antihypertensives are currently the only drugs measured for adherence for the Center for Medicare and Medicaid Star Ratings for Medicare Advantage and Medicare Part D plans. Adherence to these drug groups carry substantial impact on a patients' health, including clinical outcomes, mortality risk and health care utilization.
	Description of policies and practices to prevent prescription dispensing errors	Discussion and analysis	HC-DR-260b.2	See Patient Safety on pages 41-42.



SASB Index continued

Drug Retailers Standard				
Topic	Metric	Category	Code	Response
Activity Metrics (as of August 31, 2024)				
Activity Metrics	Number of pharmacy locations	Quantitative	HC-DR-000.A	Fiscal 2024 Annual Report identifies 12,712 retail stores of which 11,724 have pharmacies.
	Total area of retail space	Quantitative	HC-DR-000.B	Retail space of 12.6 million square meters.
	Number of prescriptions filled	Quantitative	HC-DR-000.C	The U.S. Retail Pharmacy segment filled 796.4 million prescriptions (including vaccinations) in fiscal 2024. Adjusted to 30-day equivalents, prescriptions filled were 1.2 billion in fiscal 2024.
	Number of pharmacists	Quantitative	HC-DR-000.D	WBA has over 30,500 registered pharmacists between the U.S. Retail Pharmacy, U.S. Healthcare and International segments.



ISSB-aligned Climate Report (formerly TCFD Response)

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

At WBA, fulfilling our purpose to create more joyful lives through better health means we must do our part to safeguard a livable planet. We recognize that climate change, environment, equity, and human health are interconnected and are acutely aware of climate-related risks to our local communities as well as globally, which is why our ESG efforts are embedded in our business strategy. We have a responsibility to ensure that our approach to improving global health is done in a way that is environmentally conscious and socially equitable.

WBA's mitigation efforts to reduce its impact on the climate are focused on two primary initiatives: 1) driving efficient operations and 2) proactively engaging with stakeholders, including suppliers, with an emphasis on reducing energy consumption, emissions and waste, while increasing reuse and recycling options to help create a progressively circular economy. WBA will act through our Company initiatives and through collaboration with industry, trade and other climate and environmental experts.

As in previous years, the WBA ESG Committee approved production of a response aligned to the Task Force on Climate-related Financial Disclosures' (TCFD) requirements as increasing attention is focused on this disclosure. A growing number of governments and regulating bodies have adopted or proposed new climate regulations, citing TCFD as a leading framework. We are committed to increasing transparency and continuously improving our ESG-related disclosures as our stakeholders, including customers, patients and investors, are interested in our climate-related actions and goals.

WBA conducts a materiality assessment at least every three years to understand its impacts, encourage insightful stakeholder dialogue, inform its sustainability strategy, and form the basis for its ESG reporting. Our 2023 double materiality assessment resulted in the topic of climate change resiliency as having very high significance to our stakeholders. As such, WBA reports on climate-related risks in its [2024 Annual Report](#) and discusses strategy, goals and metrics in the annual ESG Report. We also complete the CDP Climate Change questionnaire on an annual basis, demonstrating our commitment to transparently reporting on our progress.

This third WBA response against the voluntary guidelines of the TCFD continues its multiyear approach to reaching a fully developed TCFD response. **Our response aligns to our most recent CDP Climate Change questionnaire, the emissions disclosures found in this ESG Report 2024, and our fiscal 2022 climate scenario analysis (CSA).**

We continue to integrate the results of the CSA with our Enterprise Risk Management (ERM) team to formulate action plans.

WBA's highlights in fiscal 2024 include:

WBA metrics and targets are presented in the table below. Additionally, our principal businesses set targets as they comprise a large percentage of our overall emissions. In fiscal 2024, Walgreens and Boots UK represent more than 94% of our Scope 1 and 2 carbon footprint and have targets within each:

- **WBA:** Reduce our absolute Scope 1 and Scope 2 emissions 30% by the end of fiscal 2030 compared with our baseline year of fiscal 2019.
- **Boots UK- and No7 Beauty Company-owned brands:** Reach The UK Plastics Pact 2025 targets: 30% reduction in plastic packaging compared with 2018, 100% of plastic packaging reusable or recyclable by consumers and achieve 30% average recycled content across plastic packaging.



More climate performance highlights can be found in the Energy and Emissions section of the [ESG Impact Report 2024](#) on pages 68-72.

- **Walgreens-owned brand packaging 2030 targets:** A 30% reduction in plastics packaging compared with fiscal 2020, 100% plastics packaging recyclable, reusable by consumers and 30% average recycled content across plastics packaging portfolio. These significant targets play a critical role in our overall emissions-reduction strategy.
- **More information on the actions taken on these targets can be found within the ESG Impact Report 2024 within the Energy and Emissions section on pages 68-72.**



ISSB-aligned Climate Report (formerly TCFD Response) continued

Disclosure Focus Area	Recommended Disclosures	Response
Governance		
<p>Disclose the organization's governance around climate-related risks and opportunities.</p>	<p>a) Describe the board's oversight of climate-related risks and opportunities.</p>	<p>The Board of Directors oversees ESG through two committees: Nominating and Governance, and Audit.</p> <p>The Nominating and Governance Committee of the Board has primary oversight responsibility for the Company's ESG initiatives and risks, reviewing at least annually our policies and activities regarding sustainability and ESG and assessing our management of risks with respect thereto. Such oversight includes a review of the Company's management of related risks, including climate related, in consultation with the Audit Committee as appropriate. The ESG Committee reports to the Nominating and Governance Committee at least annually to review ESG strategy, including global emissions activities, tracking against emissions reduction targets, review of the 2024 ESG report documents and activities discussed within the annual ESG report documents.</p> <p>Members of the Nominating and Governance Committee are all independent directors, and the chair of the Committee is responsible for reporting to the full Board of Directors regarding the activities of the Nominating and Governance Committee at appropriate times and as otherwise requested by the Chairman of the Board. The Nominating and Governance Committee Charter is publicly available on the WBA website.</p> <p>The Audit Committee also reviews the Company's strategy for business continuity and disaster management, including the establishment of emergency response teams across the business. The Audit Committee Charter is publicly available on the WBA website. Additionally, the Audit Committee has explicit oversight responsibility for ERM, including overseeing management's analysis and mitigation. The ERM process encompasses the review of emerging and existing risks relating to climate change and their impact on the business. The Audit Committee regularly reviews and discusses the key risks identified in the ERM process with management, which may include risks related to climate change, sustainability and other ESG-related matters, their potential impact on us and our operations, and our risk mitigation strategies and related disclosure matters. The Nominating and Governance Committee and Audit Committee discuss these ESG matters with all directors at the subsequent meeting of the Board.</p>
	<p>b) Describe management's role in assessing and managing climate-related risks and opportunities.</p>	<p>The WBA ESG Committee plays a leading role in providing oversight and governance. During fiscal 2024 the ESG Committee was chaired by the Chief Operating Officer for International and included the WBA Chief Administrative Officer, International, Corporate Secretary, SVP and Global Chief Compliance and Ethics Officer, Executive Vice President and Chief Human Resources Officer, SVP and Managing Director, Boots, SVP and Global Controller and Chief Accounting Officer, Executive Vice President and Global Chief Legal Officer, Senior Vice President and Chief Corporate Affairs Officer, Executive Vice President and President, Walgreens Retail and Chief Customer Officer, Vice President ESG and DEI, International, and Vice President Sustainability and HR Business Planning. The ESG Committee meets regularly and, among other obligations, sets and oversees ESG strategy, goals, programming and policy statements. This includes tracking progress and reporting on external ESG goals, and the goals set by principal businesses and cross-segment organizations. The ESG Committee meets four times a year to review the ESG program and reports to the Nominating and Governance Committee at least once a year.</p> <p>Additionally, the Senior Vice President and Global Chief Compliance and Ethics Officer, updates the ESG Committee and oversees the ERM program, which is designed to identify, monitor and assess significant short-, medium- and long-term risks. Key risks are presented to, and reviewed by, the WBA Governance, Risk and Compliance Committee on a bi-annual basis, and summaries are presented to the Board's Audit Committee at least twice annually.</p>



ISSB-aligned Climate Report (formerly TCFD Response) continued

Disclosure Focus Area	Recommended Disclosures	Response
Strategy		
<p>Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's business, strategy, and financial planning where such information is material.</p>	<p>Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.</p>	<p>Climate change presents a wide range of risks and opportunities to WBA over the short, medium and long term. The risks identified below may have a material impact on business operations and financial performance.</p> <p>Physical risks, such as extreme weather conditions, rising sea levels or changes in precipitation patterns, may impact operations and facilities around the world by causing physical damage to stores, distribution or fulfillment centers, which may lead to loss or spoilage of inventory and business interruptions. Extreme weather conditions and variability in weather patterns may also result in supply chain disruptions and increased supplier costs that could negatively impact the Company's ability to procure goods or services required for the operation of its business.</p> <p>Transition risks associated with the shift to a low-carbon economy may have an impact on WBA operations, supply chain and access to capital. Uncertainty in energy prices and costs of fossil fuel-based goods (e.g. plastics) may increase costs throughout the supply chain in addition to WBA operations. WBA operations use natural gas, diesel fuel and gasoline, and electricity, all of which could face increased regulation as a result of climate change or other environmental concerns. There are also transition risks associated with increasing regulations on GHG emissions and energy inputs which may increase costs associated with operations, compliance and merchandise.</p> <p>There are risks and opportunities associated with employees, customers and certain shareholders that may affect the public perception of WBA by interested stakeholders. Additionally, if WBA is not able to show progress on climate-related issues or is delayed or unable to meet goals on time (e.g. reducing GHG emissions), it could affect the Company's ability to retain existing and attract new customers and employees. Beyond the risks described above, climate change may also present opportunities for WBA to provide new health-related services and respond to increased demand for low-carbon products. By improving access to healthcare, WBA has an opportunity to serve the needs of local communities experiencing severe weather conditions and other climate-related impacts. Worsening climate change conditions may increase the prevalence and severity of human health impacts (e.g. increased heat stress, new pathogens or vector-borne diseases), and WBA may be able to invest in beneficial products and services such as telehealth, pharmacy services, retail product offerings and mobile vaccination clinics to meet the needs of its customers.</p> <p>WBA is continually evaluating relevant climate risks and opportunities and seeks to mitigate the impacts of these risks while also building capacity to realize opportunities.</p>
	<p>Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.</p>	<p>Climate-related risks and opportunities have influenced and been incorporated into Company-wide objectives, strategies and goals. The Company is focused on mitigating the impacts of climate change by reducing GHG emissions and reducing operating costs.</p> <p>The Company is taking steps to improve the sustainability of WBA operations by prioritizing energy conservation and efficiency at retail and distribution locations. Additionally, the Company is building its resilience to climate risks while generating value for customers and ensuring business continuity in the face of weather and/or climate change impacts. WBA has an opportunity to play a supportive role as communities transition within the changing climate.</p> <p>The Company is increasingly offering products and services, health and other, that align with a low-carbon economy, help reduce its impact on the planet, and help communities adapt to climate change.</p> <p>Climate-related risks and opportunities will continue to inform WBA business strategy and financial planning. The ERM team evaluates climate-related risks to determine materiality for incorporation into the Company's broader risk management process. As the Company looks to develop its business strategy aligned with a low-carbon future, it will use the results of its CSA to make informed decisions about which risks and opportunities to prioritize.</p>



ISSB-aligned Climate Report (formerly TCFD Response) continued

Disclosure Focus Area	Recommended Disclosures	Response
	<p>Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.</p>	<p>As part of the WBA commitment to building resilience into its business strategy, WBA conducted a CSA to identify, prioritize and determine the potential impacts of climate-related risks and opportunities that could affect its business. The Company took a cross-functional approach to the CSA by involving internal stakeholders from across the Company to identify 10 risks and opportunities most relevant to WBA.</p> <p>Each identified risk and opportunity was analyzed under two climate scenarios: a high-emissions scenario and a low-carbon economy scenario. Both scenarios were based on climate projections from the Intergovernmental Panel on Climate Change. The low-emissions scenario, also known as Representative Concentration Pathway (RCP) 2.6, is based on keeping global warming under 2°C and is modeled under the assumption that the world takes a sharp pivot toward climate action, including rapid decarbonization. The high-emissions scenario is based on RCP 8.5, which would result in 4 to 5°C of warming by the end of the century. This scenario presents the upper bounds of impacts from global warming resulting from inaction on decarbonization and climate-change mitigation.</p> <p>The results of this CSA show that physical risks will have a larger impact on WBA's business in the high emissions scenario. In a high emissions scenario, extreme weather conditions and other climate disasters would have a more significant impact on WBA through store closures, lost sales, inventory spoilage, and repair costs. Transition risks are more varied, however, with many of these risks having a larger impact on WBA in the near term (i.e., by 2030) in a low-emissions scenario. These impacts are due to the added burden that would be required to address the rapid shift to a low-carbon economy. Climate-related opportunities are generally more pronounced in the high emissions scenario, as larger impacts from climate change will lead to increased opportunities for WBA to provide solutions that improve healthcare access and quality of services.</p> <p>WBA is beginning to implement changes based on the results of the CSA and will continue to evolve based on results. The WBA ERM team will use the learnings from this analysis to determine if adjustments are needed in its decision-making and risk-management processes and will integrate the output of the CSA into its consideration of financial material risk, financial planning and business strategy development.</p>
Risk Management		
<p>Disclose how the organization identifies, assesses and manages climate-related risks.</p>	<p>Describe the organization's processes for identifying and assessing climate-related risks.</p>	<p>For WBA, climate-related risks are considered within the risk identification, assessment and management processes. The ERM and Compliance functions are primarily responsible for monitoring the overall risk profile, which includes both climate-related physical and transition risks. The ERM program tracks current and emerging risks and recommends changes to the Company's key risk summary. At the Company level, risk assessments encompass all strategic, operational, commercial, regulatory, reputational, legal and financial risks that could have an adverse impact on WBA. Climate-related risks can impact all of these risk types, and therefore have to be considered. Acute physical risks, such as flooding, have operational, commercial and financial implications. WBA is committed to evaluating and monitoring acute physical risks to help ensure it is properly prepared and can help mitigate. Risks are identified and assessed for all businesses and global functions. Each business is responsible for preparing and reviewing potential risks bi-annually.</p> <p>WBA considers potential risks, including climate-related risks, to the Company and evaluates them based on the following criteria: (i) the importance of the issue to, and potential impact on the Company; (ii) the importance of the issue to, and potential impact on its stakeholders; and (iii) the time frame in which WBA envisions the issue becoming relevant.</p> <p>Transitional market-related risks are regularly assessed and prioritized as part of the Company's risk assessment process, which includes shifts in the supply and demand for certain commodities, products and services. Climate-related risks and opportunities are increasingly considered in this process. Chronic physical risks such as temperature changes due to climate change are included in the Company's assessments regarding measuring and managing energy use and associated GHG emissions.</p>



ISSB-aligned Climate Report (formerly TCFD Response) continued

Disclosure Focus Area	Recommended Disclosures	Response
	<p>Describe the organization's processes for managing climate-related risks.</p>	<p>WBA manages climate-related risk with a Company view and impact on the broader environment. WBA manages these risks through its ERM program, targets managed by the ESG Committee and in setting Company-wide practices and procedures, each with efforts to continually improve to reduce its impact.</p> <p>The ERM program sets the framework for identifying, assessing and managing climate-related risks. The ERM program is specifically designed and tailored to identify, monitor and assess significant short-, medium- and long-term risks to the Company and to help ensure that WBA is taking appropriate steps to mitigate them. Risks are specifically monitored through the ERM and compliance functions. Risks are identified and assessed for all businesses and global functions across WBA. Within this process, each business is responsible for preparing and reviewing potential risks bi-annually.</p> <p>The ERM program tracks current and emerging risks and provides recommendations for changes to the Company's key risk summary. Summaries of key and emerging risks are presented to the Audit Committee. Updates on risk mitigation are provided to the Audit Committee through the ERM program or management presentations as appropriate. In addition to ERM, the ESG Committee maintains environment-related objectives that are tracked, monitored, and cascaded to each business to align with local objectives and initiatives. WBA completes the CDP climate change questionnaire annually and reports progress against its Healthy Planet commitments in this annual ESG Technical Report to hold itself accountable and communicate goals and progress.</p> <p>At WBA, focus is given to preparedness and training. WBA maintains a Business Continuity Management program and utilizes nationwide resources, support systems, and infrastructure to respond quickly, compassionately and effectively during natural disasters, emergencies and pandemics. The Company has plans and protocols in place to effectively support and provide necessary services to minimize disruptions and keep stores open and operating, or provide other solutions, such as mobile location, to meet patients' and customers' needs. The Company also implements processes to minimize supply chain disruption. WBA utilizes its Security Operations Center at Walgreens in the U.S. to identify areas that will be drastically impacted by natural disasters and deploy needed resources, like generators and mobile pharmacies, to the areas that need them most.</p> <p>In broader Company activities, WBA endeavors to ensure the appropriate use of resources and materials, minimize waste and encourage reuse and recycling, ensure the safe handling and disposal of products, maintain environmental management systems, and communicate its commitment to the environment across the entire Company. Further, WBA strives to ensure that the team members, customers, patients and communities it serves are safe during and after a crisis while maintaining a continuity of service.</p>
	<p>Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.</p>	<p>WBA integrates the process for identifying, assessing and managing climate-related risks into the overall risk management process specifically through the ERM and Compliance functions, which are primarily responsible for monitoring the overall risk profile.</p> <p>At the Company level, risk assessments encompass all strategic, operational, commercial, regulatory, reputational, legal and financial risks that could have an adverse impact on WBA. WBA is implementing learnings from the CSA results as part of its ongoing efforts to further integrate climate-risk management and mitigation within its ERM and business continuity and disaster recovery policies.</p>



ISSB-aligned Climate Report (formerly TCFD Response) continued

Disclosure Focus Area	Recommended Disclosures	Response
Metrics and Targets		
<p>Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.</p>	<p>Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.</p>	<p>WBA regularly reports GHG emissions and energy consumption across its operations and supply chain, as well as the source associated with each emissions category. Further, the Company tracks solid waste generation and disposal methods across all its businesses. See the list of climate-focused initiatives and relevant data on page 30 of this ESG Technical Report 2024 for more information.</p>
	<p>Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.</p>	<p>WBA annually quantifies Scope 1, 2 and 3 emissions through two reporting channels: the Energy and Emissions section of this ESG Technical Report 2024, including three years of data, and its CDP climate change questionnaire. WBA Scope 1 and location-based Scope 2 emissions are calculated using commonly accepted emission factors. Scope 3 emissions were reported for two categories in accordance with the Greenhouse Gas Protocol's Corporate Value Chain (Scope 3) Standard: Business travel and downstream transportation and distribution (cars, aircraft, trains or by sea) for operations outsourced to third parties where deliveries are made exclusively for WBA businesses. Risks associated with Scope 3 emissions include the estimations used in emission factors and the completeness of data.</p>
	<p>Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.</p>	<p>WBA set a target to reduce its absolute Scope 1 and 2 emissions by 30% from a 2019 baseline by the end of fiscal 2030. This target is aligned with the Company's approach to addressing the impact of climate-related risks and opportunities on operations. WBA plans to achieve this target primarily through a continued focus on energy efficiency improvements at Walgreens and Boots UK retail locations. As of fiscal 2024, WBA has reduced emissions by 29% from the 2019 baseline, which means the Company is around 97% towards achieving its 2030 target. WBA plans to continue making progress toward this target and reducing its exposure to climate-related risks by improving energy efficiency at retail locations and using environmental management systems in retail locations to monitor energy performance and provide insight into climate-stressed locations.</p>



United Nations Global Compact (UNGC) Index

Walgreens Boots Alliance has been a signatory member of the UNGC since 2020.

The UNGC is a voluntary initiative based on CEO commitments to implement universal sustainability principles and to take steps to support UN goals. Walgreens Boots Alliance has been a signatory member of the UNGC since 2020 and supports the initiative's ten principles on human rights, labor, environment and anti-corruption. Find WBA's Letter of Commitment on the United Nations Global Compact website at unglobalcompact.org/

UNGC Principles	Disclosure
Human Rights	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	<ul style="list-style-type: none"> – Sustainable Marketplace; pages 25-29 – Healthy and Inclusive Workplace; pages 20-24
Principle 2: Make sure that they are not complicit in human rights abuses.	<ul style="list-style-type: none"> – WBA Code of Conduct and Ethics – WBA 2024 Modern Slavery and Human Trafficking Statement (updated 1/2025) – WBA Human Rights Policy Statement – WBA Supplier Code of Conduct – WBA ESG Policy Statements
Labor	
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	<ul style="list-style-type: none"> – Sustainable Marketplace; pages 25-29 – Healthy and Inclusive Workplace; pages 20-24
Principle 4: The elimination of all forms of forced and compulsory labour;	<ul style="list-style-type: none"> – WBA Code of Conduct and Ethics
Principle 5: The effective abolition of child labour; and	<ul style="list-style-type: none"> – WBA 2024 Modern Slavery and Human Trafficking Statement (updated 1/2025) – WBA Human Rights Policy Statement
Principle 6: The elimination of discrimination in respect of employment and occupation.	<ul style="list-style-type: none"> – WBA Supplier Code of Conduct – WBA ESG Policy Statements



United Nations Global Compact (UNGC) Index continued

UNGC Principles	Disclosure
Environment	
Principle 7: Businesses should support a precautionary approach to environmental challenges;	– Healthy Planet; pages 30-35
Principle 8: Undertake initiatives to promote greater environmental responsibility; and	– WBA CDP Response Fiscal 2024 which covers 2023
Principle 9: Encourage the development and diffusion of environmentally friendly technologies.	– WBA Supplier Code of Conduct
	– WBA ESG Policy Statements
Anti-Corruption	
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	– Ethical Sourcing; page 27 – WBA Code of Conduct and Ethics – WBA Supplier Code of Conduct – WBA ESG Policy Statements



Management Assertion Table

Management of WBA is responsible for the completeness, accuracy and validity of the Specified Disclosures referenced below for the period or date indicated below. Management is also responsible for the collection, quantification and presentation of the information included in this report and for the selection of the criteria, which management believes provides an objective basis for measuring and reporting on the Specified Disclosures. Management of WBA asserts that the sustainability disclosures referenced below (GRI specified disclosures, and the SASB specified disclosures collectively the Specified Disclosures) for the period or date indicated below, are presented in accordance with the criteria set forth below.

Specified Disclosures prepared in accordance with the GRI Standards		
GRI-specified disclosures (as of August 31, 2024)		ESG Report reference
(1) GRI 1-3.5: Access to Affordable and Quality Healthcare	Disclosure GRI 3-3 Management of material topics and the following WBA criteria: Total number of new in-store health service locations and total number of collaborations with healthcare service providers covered on the Walgreens app through Walgreens Find Care that increase access to healthcare.	Page 66
(2) GRI 416-1: Safety of Products and Services	Disclosure GRI 416-1: Assessment of the health and safety impacts of product and service categories from the GRI Standards 416: Customer Health and Safety 2016.	Page 41-42
(3) GRI 414-1, 414-2: Responsible and Ethical Supply Chains	Disclosure GRI 414-1: New suppliers that were screened using social criteria; Disclosure GRI 414-2: Negative social impacts in the supply chain and actions taken from the GRI Standards 414: Supplier Social Assessment 2016.	Page 27
(4) GRI 401-2, 403-8: Employee Health, Safety, and Wellbeing	Disclosure GRI 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees from the GRI Standards 416: Customer Health and Safety 2016; Disclosure GRI 403-8: Workers covered by an occupational health and safety management system from the GRI Standards 403: Occupational Health and Safety 2018.	Pages 40, 60
(5) GRI 418-1: Data Privacy and Security	Disclosure GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data from the GRI Standards 418: Customer Privacy 2016.	Page 44
(6) GRI 306-3, 306-4, 306-5: Waste Management	Disclosure GRI 306-3: Waste generated; Disclosure GRI 306-4: Waste diverted from disposal; Disclosure GRI 306-5: Waste directed to disposal from the GRI Standards 306: Waste 2020	Pages 34, 56
(7) GRI 302-1: Energy Consumption	Disclosure GRI 302-1: Energy consumption within the organization from the GRI Standards 302: Energy 2016.	Page 32-33



Management Assertion Table continued

GRI-specified disclosure (year ended Dec. 31, 2023)		
(8) GRI 306-3: Plastics and Packaging	Disclosure GRI 306-3: Waste generated from the GRI Standards 306: Waste 2020.	Page 29
GRI-specified disclosure (as of August 31, 2024)		
(9) GRI 405-1: Diversity, Equity and Inclusion	Disclosure GRI 405-1: Diversity of governance bodies and employees from the GRI Standards 405: Diversity and Equal Opportunity 2016.	Page 24
Specified Disclosures prepared in accordance with the SASB Drug Retailers Standard		
SASB-specified disclosures		
Accounting Metrics (as of August 31, 2024)		ESG Report reference
(1) HC-DR-130a.1: Energy Management in Retail	HC-DR-130a.1: (1) Total amount of energy consumed in Gigajoules (GJ) (2) Percentage (%) of grid electricity of total energy consumed (3) Percentage (%) of renewable electricity of total energy consumed	
(2) HC-DR-230a.1: Data Security and Privacy	HC-DR-230a.1: Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII).	Pages 43-44
(3) HC-DR-260b.2: Patient Health Outcomes	HC-DR-260b.2: Description of policies and practices to prevent prescription dispensing errors.	Page 67
Activity Metrics (as of August 31, 2024)		
(4) HC-DR-000.A: Number of pharmacy locations		Page 68
(5) HC-DR-000.B: Total area of retail space		Page 68
(6) HC-DR-000.C: Number of prescriptions filled		Page 68
(7) HC-DR-000.D: Number of pharmacists		Page 68



Assurance Report

GRI 2-5

Deloitte.

INDEPENDENT ACCOUNTANT'S REPORT

ESG Committee of Walgreens Boots Alliance, Inc.
Walgreens Boots Alliance, Inc.
Deerfield, Illinois

We have reviewed management of Walgreens Boots Alliance, Inc.'s (the "Company" or "WBA") assertion that the sustainability disclosures identified in Appendix A and referenced in the Management Assertion Table of the accompanying WBA 2024 Environmental, Social, and Governance Technical Report (the "WBA 2024 ESG Report") (the Global Reporting Initiative ("GRI") specified disclosures, and the Sustainability Accounting Services Standards Board ("SASB") Drug Retailers Sustainability Accounting Standards (the "SASB Standards"), collectively, the "Specified Disclosures") for the period or date indicated in Appendix A, are presented in accordance with the criteria set forth in Appendix A and the Management Assertion section of the accompanying WBA 2024 ESG Report.

The Company's management is responsible for its assertion. Our responsibility is to express a conclusion on management's assertion based on our review.

Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants (AICPA) in AT-C Section 105,

Concepts Common to All Attestation Engagements, and AT-C Section 210, Review Engagements. Those standards require that we plan and perform the review to obtain limited assurance about whether any material modifications should be made to management's assertion in order for it to be presented in accordance with the criteria. The procedures performed in a review vary in nature and timing from and are substantially less in extent than, an examination, the objective of which is to obtain reasonable assurance about whether management's assertion is presented in accordance with the criteria, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. Because of the limited nature of the engagement, the level of assurance obtained in a review is substantially lower than the assurance that would have been obtained had an examination been performed. We believe that the review evidence obtained is sufficient and appropriate to provide a reasonable basis for our conclusion.

We are required to be independent and to meet our other ethical requirements in accordance with relevant ethical requirements in accordance with the AICPA Code of Professional Conduct.

We applied the Statements on Quality Control Standards established by the AICPA and, accordingly, maintain a comprehensive system of quality control.

The procedures we performed were based on our professional judgment. In performing our review, we performed analytical procedures, inquiries, and other procedures as we considered necessary in the circumstances. For a selection of the specified information outlined within Appendix A, we performed tests of mathematical accuracy of computations, compared the disclosures to underlying records, or observed the data collection process.

The preparation of the Specified Disclosures in the WBA 2024 ESG Report requires management to interpret the criteria, make determinations as to the relevancy of information to be included, and make estimates and assumptions that affect reported information. Measurement of certain amounts, disclosures, and metrics may include estimates and assumptions that are subject to substantial inherent measurement uncertainty including, for example, the accuracy and precision of conversion factors or estimation methodologies used by management. Obtaining sufficient appropriate review evidence to support our conclusion does not reduce the inherent uncertainty in the amounts. The selection by management of a different, but acceptable measurement method, input data, or model assumptions, or a different point value within the range of reasonable values produced by the model, may have resulted in materially different amounts, disclosures, or metrics being reported.

Information outside of the Specified Disclosures referenced in Appendix A and the Management Assertion section of the WBA 2024 ESG Report, including linked information, was not subject to our review, including the alignment to United Nations ("UN") Sustainable Development Goals and the Task Force on Climate-related Financial Disclosures ("TCFD") Disclosure Index and, accordingly, we do not express a conclusion or any form of assurance on such information. Further, any information relating to periods prior to the year ended August 31, 2024 and December 31, 2023 specifically for GRI 306-3: Plastics and Packaging, or information relating to forward looking statements, targets, goals, and progress against goals was not subject to our review and, accordingly we do not express a conclusion or any form of assurance on such information.

Based on our review, we are not aware of any material modifications that should be made to management of the Company's assertion that the Specified Disclosures referenced in Appendix A and the Management Assertion section of the accompanying WBA 2024 ESG Report for the period or date indicated therein, are presented in accordance with the criteria set forth in Appendix A and the Management Assertion section of the accompanying WBA 2024 ESG Report.

Deloitte + Touche LLP

Chicago, IL
January 29, 2025



Appendix A

LIST OF SPECIFIED DISCLOSURES SUBJECT TO REVIEW

This Appendix A is part of the Independent Accountant’s report dated January 29, 2025.

Specified Disclosures presented in accordance with the GRI Sustainability Reporting Standards (the “GRI Standards”):

GRI Standard and Specified Disclosure (for the year ended August 31, 2024)

Specified Disclosures	GRI Standard
1. GRI 1-3.5: Access to Affordable and Quality Healthcare	Disclosure GRI 3-3: Management of material topics and the following WBA criteria: Total number of new in-store health service locations and total number of collaborations with healthcare service providers covered on the Walgreens app through Walgreens Find Care that increase access to healthcare.
2. GRI 416-1: Safety of Products and Services	Disclosure GRI 416-1: Assessment of the health and safety impacts of product and service categories from the GRI Standards 416: Customer Health and Safety 2016.
3. GRI 414-1 and GRI 414-2: Responsible and Ethical Supply Chains	Disclosure GRI 414-1: New suppliers that were screened using social criteria and GRI 414-2: Negative social impacts in the supply chain and actions taken from the GRI Standards 414: Supplier Social Assessment 2016.
4. GRI 401-2 and GRI 403-8: Employee Health, Safety, and Well-Being	Disclosure GRI 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees from the GRI Standards 416: Customer Health and Safety 2016 and Disclosure GRI 403-8: Workers covered by an occupational health and safety management system from the GRI Standards 403: Occupational Health and Safety 2018.
5. GRI 418-1: Data Privacy and Security	Disclosure GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data from the GRI Standards 418: Customer Privacy 2016.
6. GRI 306-3, 306-4, 306-5: Waste Management	Disclosure GRI 306-3: Waste generated from the GRI Standards 306: Waste 2020. and Disclosure GRI 306-4: Waste diverted from disposal from the GRI Standards 306: Waste 2020 and Disclosure GRI 306-5: Waste directed to disposal from the GRI Standards 306: Waste 2020
7. GRI 302-1: Energy Consumption	Disclosure GRI 302-1: Energy consumption within the organization from the GRI Standards 302: Energy 2016.

GRI Standard and Specified Disclosure (for the year ended December 31, 2023)

1. GRI 306-3: Plastics and Packaging	Disclosure GRI 306-3: Waste generated from the GRI Standards 306: Waste 2020.
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GRI Standard and Specified Disclosure (as of August 31, 2024)

1. GRI 405-1: Diversity, Equity, and Inclusion	Disclosure GRI 405-1: Diversity of governance bodies and employees from the GRI Standards 405: Diversity and Equal Opportunity 2016.
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Appendix A continued

Specified Disclosures prepared in accordance with Sustainability Accounting Services Standards Board (“SASB”) Drug Retailers Sustainability Accounting Standards (the “SASB Standards”):

Accounting Metrics – Energy Management in Retail (for the year ended August 31, 2024)

Specified Disclosures	SASB Standard
1a. HC-DR-130a.I	HC-DR-130a.I: (1) Total amount of energy consumed in Gigajoules (GJ) (2) Percentage (%) grid electricity of total energy consumed (3) Percentage (%) of renewable electricity of total energy consumed

Accounting Metrics – Data Security & Privacy (as of August 31, 2024)

2. HC-DR-230a.I	HC-DR-230a.I: Description of policies and practices to secure customers’ protected health information (PHI) records and other personally identifiable information (PII)
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Accounting Metrics – Patient Health Outcomes (as of August 31, 2024)

3. HC-DR-260b.2	HC-DR-260b.2: Description of policies and practices to prevent prescription dispensing errors
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Activity Metrics (as of August 31, 2024)

4. SASB HC-DR-000.A	SASB HC-DR-000.A: Number of pharmacy locations
5. SASB HC-DR-000.B	SASB HC-DR-000.B: Total area of retail space
6. SASB HC-DR-000.C	SASB HC-DR-000.C: Number of prescriptions filled
7. SASB HC-DR-000.D	SASB HC-DR-000.D: Number of pharmacists



Basis of Presentation

Fiscal 2024 Environmental, Social And Governance (ESG) Data

Part I: Basis Of Presentation

Organization

Walgreens Boots Alliance, Inc., a Delaware corporation (Walgreens Boots Alliance or the Company), is an integrated healthcare, pharmacy and retail leader serving millions of customers and patients every day, with a 175-year heritage of caring for communities. Our principal executive offices are located at 108 Wilmot Road, Deerfield, Illinois 60015. Our common stock trades on the Nasdaq Stock Market under the symbol WBA.

Walgreens Boots Alliance is one of the largest retail pharmacy, health and daily living destinations across the United States (U.S.) and Europe with approximately 12,500 locations. Walgreens Boots Alliance has a presence in 8 countries and employs more than 312,000 people. In addition, Walgreens Boots Alliance is one of the world's largest purchasers of prescription drugs and many other health and wellbeing products.

The Company's operations are conducted through three reportable segments: U.S. Retail Pharmacy, International, and U.S. Healthcare.

Scope

This report provides detailed information about the Company's ESG initiatives and related key performance indicators (KPIs). In the creation of this document, the Company used multiple internationally recognized standard ESG frameworks and other non-standard reporting guidance from industry frameworks. The Company also developed its own standard definitions for reporting its performance data and KPIs. See Use of multiple frameworks section below for further information.

This ESG Technical Report 2024 has been prepared based on a fiscal reporting year that is the same as the Company's financial reporting period Sept. 1, 2023 to Aug. 31, 2024.

The Company's external financial performance report includes all subsidiaries in which the Company holds a controlling interest. The main differences between the Company's external financial performance report and this ESG Report 2024, are as follows:

Business acquisitions – Businesses acquired during the reporting year are excluded from the current year ESG reporting scope. The complete dataset is reported once data for a full year are available.

Divestments – Businesses that are no longer subsidiaries of the Company at the fiscal year end due to divestment in the reporting year are excluded from current year ESG reporting scope.

Equity method investments – Equity method investments are excluded from the Company's ESG reporting scope.

Franchise operations – Franchise operations run by third parties where a WBA business is the franchisor are excluded from the Company's ESG reporting scope.

Outsourced activities – Outsourced activities are excluded from the ESG reporting scope, except where the outsourcer's activities are dedicated to the Company's business and where the associated impacts may be significant to our ESG performance, for example, third-party product deliveries made exclusively for WBA. The Company's Code of Conduct and Ethics set out the principles for dealing with, and the requirements for, suppliers.

Greenhouse Gas (GHG) emissions have been reported for those entities for which the Company has financial control, as defined by the GHG Protocol. GHG emissions pertaining to the organizational and operational boundaries have been reported for global operations for owned, managed and leased locations including retail stores, specialty pharmacies, retail distribution centers, micro-fulfillment centers, prescription mail service facilities, pharmaceutical distribution centers and principal office facilities.

In accordance with the GHG reporting policies set out here, the Company has set fiscal 2019 as the GHG baseline year for Scope 1, Scope 2 and Scope 3 emissions, and intends to report emissions against this baseline year going forward.

Fiscal 2019 was established as the base year as it represents the first year for which verifiable emissions data is available subsequent to the Company's acquisition of Rite Aid stores in fiscal 2018.

In fiscal 2023, the addition of Healthy Planet data from the U.S. Healthcare businesses of Village Practice Management Company Holdings, LLC (VillageMD), Shields Health Solutions Parent, LLC (Shields), and CCX Next, LLC (CareCentrix) did not trigger a change in emissions of 5% or more. On Oct. 31, 2023 the Company completed the sale of the Farmacias Ahumada business in Chile. This did not result in a change of emissions of 5% or more. As such, fiscal 2019 will remain the baseline year.



Basis of Presentation continued

Use of multiple frameworks

The Company's ESG Technical Report 2024 covers material topics identified through a double materiality assessment conducted in fiscal 2023. The Company follows the Global Reporting Initiative (GRI) definition of materiality, which is different to the definition used for filings with the U.S. Securities and Exchange Commission (SEC). Issues deemed material for purposes of this ESG Report 2024 may not be considered material for SEC reporting purposes.

The Company has used both standard frameworks in its reporting process.

Standard frameworks

The Company utilizes the following frameworks for metrics:

1. Global Reporting Initiative (GRI)
2. Sustainability Accounting Standards Board (SASB), maintained by the International Sustainability Standards Board (ISSB)
3. United Nations Global Compact (UNGC) commitments
4. Task Force on Climate-related Financial Disclosures (TCFD)

For emissions reporting, specifically Scope 1 and 2 GHG emissions, the information has been prepared in accordance with the GHG Protocol. As described in the GHG Protocol: Corporate Standard, GHG emissions reported under Scope 3 are optional for reporting. The Company is reporting on two of the 15 Scope 3 categories: Business travel and Downstream transport. Collectively, the Corporate Accounting and Reporting Standard, Revised Edition and Corporate Value Chain (Scope 3), Accounting and Reporting Standard are referred to as the GHG Protocol in this document.

Reporting of metrics and data

WBA has a Company-wide approach to recording, measuring and reporting ESG performance, including a set of reporting criteria and a set of ESG measures and performance indicators. WBA utilizes documented definitions and procedures related to ESG data and metrics to ensure completeness and consistency. These procedures provide for the use of estimation and extrapolation techniques in instances in which data is not practicable to source. The Company reviews definitions and procedures on an annual basis.

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

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



Legal Notice

Forward-looking statements

All statements in this ESG Technical 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 Technical 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.

Trademarks

Walgreens Boots Alliance, the Walgreens Boots Alliance logo and the other trade names listed below are trademarks or registered trademarks of Walgreens Boots Alliance and/or its affiliates in the U.S. and other countries.

WALGREENS BOOTS ALLIANCE is a trademark owned by Walgreens Boots Alliance, Inc.

GET A SHOT. GIVE A SHOT., NICE!, SAVE A TRIP REFILLS, W REDI, WALGREENS ADVANCED CARE, WALGREENS, WALGREENS EXPRESS, WALGREENS FIND CARE and WALGREENS FLU INDEX are trademarks owned by Walgreen Co.

BOOTS, BOOTS PHARMACEUTICALS, BOOTS SOLTAN, BOTANICS THE POWER OF PLANTS, CLEAN ON ME, NO7, SLEEK MAKEUP and SOAP & GLORY are trademarks owned by The Boots Company PLC.

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Third-party trademarks mentioned are the property of their respective owners. The use of words such as partnered, partnering, partner and variations of such words in this ESG Technical Report 2024 is not intended to and shall not be construed to imply that a legal partnership relationship exists between Walgreens Boots Alliance and any other company.

Exchange rates basis of preparation

Foreign currency amounts have been presented in U.S. dollars for consistency, having been translated at the average exchange rate for the 12 months ending Aug. 31, 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 multiyear 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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