

Walgreens Implementing Additional Safety Measures to Protect Employees and Customers

DEERFIELD, Ill., April 03, 2020 - Ensuring the health and safety of its team members, customers and communities is Walgreens top priority, now more than ever. The company is committed to providing a safe environment in stores chain-wide, and is taking additional measures for team members on the frontlines of care, as well as those across its supply chain, as part of Walgreens broader efforts to support the communities it serves throughout the COVID-19 pandemic.

Walgreens has implemented the following safety measures:

- **Face Covers:** The company will be providing face covers to pharmacy staff and other store team members, as well as distribution centers as another preventive measure to help minimize the spread of COVID-19. Walgreens remains in close collaboration with the CDC and other health officials, and while the CDC has not updated its guidance for retail pharmacies and face covers, the company is providing them to team members based on ongoing COVID-19 disease prevalence and progression and feedback from health officials.
- **Plexiglass Shields:** Protective plexiglass shields are currently being installed in Walgreens stores in select markets, and the company is working as quickly as possible to bring to all stores chain-wide. These are located at point-of-sale at the pharmacy and front of store.
- **Social Distancing Cues:** All stores have in-store signage and other markings that begin six feet away from checkout and pharmacy counters, and are spaced in six-foot increments to indicate where customers should stand while waiting.
- **Store Cleaning and Sanitizing:** Stores have continually increased the frequency of daily cleaning procedures, with additional deep cleaning at all stores. Additional hand sanitizer for team members, as well as customers, is also being provided.
- **Adjusted Store Hours:** Walgreens stores continue to operate on adjusted hours to allow teams to spend the necessary time stocking shelves, cleaning and sanitizing and resting.
- **Health Screenings:** Health screenings, including temperature checks, are being conducted for team members at Walgreens distribution centers, centralized facilities and other select locations.

“Our pharmacists and team members are playing a critical role in supporting Walgreens customers and patients at an unprecedented time of need in our country,” said Walgreens President, Richard Ashworth. “We’re committed to doing everything we can to ensure the health and safety of our customers and employees, while creating a safe environment in our stores to help meet the product and prescription drug needs of our communities.”

Walgreens has introduced a number of other service offerings to provide our customers greater convenience while practicing social distancing. These include:

- **Postmates Expansion:** Walgreens and Postmates have expanded on-demand delivery to now service consumers nationwide*. With this expansion, consumers can get health and wellness items and other household essentials and convenience products they need delivered to them.
- **Expanded Drive-Thru Offerings:** More than 60 front-end products are currently available for purchase at Walgreens pharmacy drive-thru locations nationwide, including prescriptions and medical supplies, cleaning supplies and sanitizers, select over the counter products such as cough/cold, pain/fever and immunity support, select grocery items, infant formula/adult nutrition, first aid items and paper goods.
- **No Delivery Fees on Online Orders and Eligible Prescriptions:** Walgreens has waived delivery fees for all eligible prescriptions on next-day delivery at this time. Same-day prescription delivery is also available in many cities across the nation. Walgreens is also offering free delivery on any purchase on Walgreens.com, with no minimum purchase required.
- **Senior Services:** Walgreens is committed to supporting our most vulnerable patients, including seniors. Health outcomes pharmacists are reaching out to senior patients to ensure they have the prescription medications and

product supplies they need. On Tuesdays, Walgreens stores open at 8 a.m., with the full hour from 8 a.m. until 9 a.m. dedicated to senior citizens and their families. Customers age 55 and older receive discounts on products on these days.

**Postmates delivery service from Walgreens stores is not available in Alaska, Hawaii and Puerto Rico.*

About Walgreens

Walgreens (walgreens.com), one of the nation's largest drugstore chains, is included in the Retail Pharmacy USA Division of Walgreens Boots Alliance, Inc. (Nasdaq: WBA), a global leader in retail and wholesale pharmacy. Walgreens is proud to be a neighborhood health, beauty and retail destination supporting communities across the country, and was named to FORTUNE* magazine's 2019 Companies that Change the World list. Approximately 8 million customers interact with Walgreens in stores and online each day. As of August 31, 2019, Walgreens operates 9,277 drugstores with a presence in all 50 states, the District of Columbia, Puerto Rico and the U.S. Virgin Islands, along with its omnichannel business, Walgreens.com. Walgreens also provides specialty pharmacy and mail services and offers in-store clinics and other health care services throughout the United States, most of which are operated by our health care strategic partners.

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Chris Snyder

From: Murray, Chris <chris.murray@walgreens.com>
Sent: Sunday, March 22, 2020 4:18 PM
To: Chris Snyder
Subject: Proposed Bonus and Other Measures We are Taking that Benefit Your Members

I am writing to inform you of a bonus that Walgreens will be announcing for our team members who are working in our stores during this critical time. We are very excited about the fact that we will be able to recognize our team members for the important work they are doing during this critical time period and want to include your members in this benefit.

The specifics of what we are providing are as follows:

- Team members working or being paid time such as PTO, bereavement or COVID-19 time (not including paid disability) from March 11th to April 15th will be eligible for a bonus payment.
- Team members averaging 30 hours or more during this time period will be paid \$300 and those averaging less than 30 hours will receive \$150. There is no minimum number of hours required to be eligible for the bonus.
- The bonus will be paid beginning in late April and will be paid in late April or the first week of May depending on the timing of the pay periods.
- Team members must be employed on the date that the bonus is paid to receive the bonus. Team members who work during the relevant time period but are not employed on the date the bonus is paid will not be eligible for the bonus.
- Temporary team members that are hired during the pandemic for a short time period (as described in prior communications) are not eligible for the bonus. These people will not work beyond the probationary period provided in our Agreement.

This benefit is being provided to your members on a non-precedential basis and that doing so does not bind Walgreens to providing future bonuses or other benefits to your members during the effective dates of our Agreement, absent language requiring otherwise. We will likewise not consider the confirmation of us moving forward with this benefit without further negotiation to be precedent setting either.

This announcement will be released publicly later today. I am reaching out to you in advance of the announcement to get confirmation that you agree with us providing this to your members. **Please respond back to me confirming your agreement with us providing this to your members or letting us know that you are not interested in the benefit as described above.**

Current team members continue to play a critical role in providing patients and customers access to the care, products and services they need. As this situation evolves, the company continues to take further steps to promote the safety and wellbeing of team members and customers.

Recent measures include:

- Temporary reduction of store operating hours. By operating with reduced hours, Walgreens stores are spending the necessary time, while closed, cleaning, sanitizing and stocking shelves each day. We're

also adjusting our hours to help team members and customers feel comfortable and safe to shop our store during this time.

- Implementing social distancing guidelines to ensure a safer store experience for team members, customers and patients. All stores now have a “Social Distancing Line,” which begins six feet away from all checkout counters. Lines are clearly marked where customers may wait until the team member instructs them to step to the counter. Six foot increments are also marked to indicate where customers should stand in line to ensure they are keeping appropriate distance from others.
- Walgreens is also introducing Sanvello, a new, free mobile app for all team members to use during this time of high stress. Sanvello provides peer support and clinically validated coping tools to reduce stress and anxiety.

Resources are also still available through the company’s Employee Assistance Program (EAP), Life365, that offers confidential behavioral health, childcare, legal support and more. The confidential program can help team members manage current day stressors like balancing work and family during the COVID-19 pandemic, keeping their loved ones safe, and providing relevant guidance from trained counselors—all intended to keep them feeling healthy and resilient. Life365’s trained specialists are governed by federal and state licensing laws and are ready to assist team members 24/7.

*Thank You,
Chris*

Christopher Murray
Senior Director and Managing Counsel
Labor Relations

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March 14, 2020



Dear team members,

As our communities' first choice for pharmacy and well-being at Walgreens, we all have a special role in helping our customers and patients during this difficult time of the coronavirus (COVID-19) outbreak. With our commitment to our customers and patients – and each other – we make decisions on how we work with care and attention, to ensure our stores and customer-facing websites are fully functional and operational at the highest level.

During the coronavirus (COVID-19) outbreak, our focus continues to be supporting you as we navigate this difficult time in our country. To help our team members through this period, we've made several key changes regarding team member pay and benefits:

1. The Walgreens Attendance Policy has been relaxed through the end of April, permitting team members to stay at home due to concerns surrounding COVID-19 for situations including:
 - a. Childcare needs due to school closures
 - b. Team members showing flu- or COVID-19-like symptoms such as fever, cough or shortness of breath

Absences for these reasons should not count as infractions under Walgreens attendance policy. Team members must still use any available PTO, Frozen Sick or Frozen Vacation during this time if they are choosing to take time off of work.

2. If a team member is concerned around exposure to COVID-19, they should contact the Security Operations Center, as well as Human Resources or Employee Relations. Team members should follow [CDC Recommendations](#).
3. If a team member contracts a confirmed case of COVID-19, the team member will be paid for up to the first two weeks of their absence while they recover for time/shifts missed via the Kronos "COVID-19" pay code. The team member will not be required to use PTO, Frozen Sick or Frozen Vacation and/or apply for disability benefits during this time.
4. If team members are unable to recover and return to work after two weeks, an additional pay option may be available via disability leave.

5. Team members who knowingly travel to countries with travel advisories are not eligible for this pay, as stated in previous guidance.
6. If the store, area office, distribution center or other company workplace location falls under a mandated quarantine, then any impacted team members will be paid for their absence without requiring the use of PTO, Frozen Sick or Frozen Vacation (up to a maximum of two weeks of pay) via the Kronos "COVID-19" pay code, and their absence will not count against the attendance policy.
7. If a store leader/manager observes a team member who has reported to work with flu- or COVID-19-like symptoms, they may require the team member to go home for the day.
 - a. The team member will be paid for the remainder of the shift using the "COVID-19" pay code.
 - b. The team member will be eligible to be paid via the "COVID-19" pay code for the next two consecutive days (if they are scheduled to work).

Anything outside of these guidelines should follow the normal attendance policy.

The Kronos "COVID-19" pay code is not paid by shift. It is paid by individual hours.

Questions/feedback:

For questions and/or additional guidance, please be sure to contact Employee Relations at 800-825-5467 or send an email to AskHR@walgreens.com.

Thank you for your ongoing commitment to our customers and to each other.

Regards,



Richard Ashworth
President, Walgreens

Kristin Oliver
Chief human resources officer, Walgreens

This email was sent to all team members with a Walgreens email address.

QUESTIONS? FEEDBACK?

Please email AskHR@walgreens.com.

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