

Corporate Social Responsibility Report 2018



Walgreens Boots Alliance

Walgreens Boots Alliance

Our 2018 Corporate Social Responsibility Report covers the fiscal year ended August 31, 2018.

We are the first global pharmacy-led, health and wellbeing enterprise. Our purpose is to help people across the world lead healthier and happier lives.

Overview 1	Community 24	Workplace 62
A Message from Our Executive Chairman and Our Chief Executive Officer 1	Health and Wellbeing 26	Employee Health and Wellbeing 64
A Message from Our CSR Committee Chairman 2	Cancer Programs 30	Our People Care: Giving back and supporting communities in Nottingham and Chicagoland 66
Our Vision, Purpose and Values 3	Supporting Young People 34	Our People Care: Volunteer spotlight 68
About Our Company 4	Our Impact: Supporting young people with disabilities in the UK 38	Equal Opportunities 69
CSR Highlights 5	Corporate Giving 39	Shared Values: Disability inclusion at Chit Shing supplier in Asia 73
Our Approach to CSR 6	Environment 40	Health and Safety 74
Our CSR Materiality Assessment 10	Energy 42	About This Report 75
Stakeholder Engagement 15	Case Study: Beauty and sustainability in Boots UK 48	GRI Content Index 76
Focus Stories	Waste 49	Assurance Report 90
Our efforts to combat opioid abuse 19	Marketplace 52	Legal Notice 92
Hurricane Recovery: Our commitment to providing access and care during large-scale disasters 21	Our Approach to Responsible Sourcing 54	
Dementia awareness in the UK 23	Transparency and traceability 56	
	Ethical sourcing 59	
	Supplier diversity 61	

A Message from Our Executive Chairman and Our Chief Executive Officer

GRI Disclosure 102-14

At Walgreens Boots Alliance we believe we can be a force for good, leveraging our many decades of experience and our international scale to care for people and the planet.

We are pleased to present our annual Corporate Social Responsibility (CSR) Report, communicating our progress on the issues where we have significant impact and can contribute the most benefit. These include access to affordable healthcare, helping to prevent opioid abuse, collaborating with industry partners to address packaging concerns, combating climate change and promoting diversity.

The CSR agenda has taken center stage in the boardrooms of the world, changing the way companies think and motivating them to take a long-term view on business. CSR has certainly become a larger part of our day-to-day lives as Executive Chairman and Chief Executive Officer. These days we find there is a CSR element to most projects that cross our desks. When people think about developing and delivering products, providing new services, caring for customers, entering a business partnership or being an employer of choice, they are often thinking about sustainability and responsibility.

The important issues of our day will be solved only through collaboration. This report describes the many ways we are engaging with stakeholders to work together on solutions. For example, we partner with other companies and government agencies to combat opioid abuse and we are teaming up with other

businesses in The Consumer Goods Forum (CGF) to work on phasing out the refrigerants that do the most harm to the environment.

We believe that we can drive business results while benefiting society, and for that reason we focus on initiatives that contribute to our profit, generate enthusiasm among employees and customers, and positively contribute to society. We build customer loyalty and energize employees through initiatives and partnerships such as Red Nose Day, Macmillan Cancer Support, ME to WE, Vitamin Angels and Get a Shot. Give a Shot., while also helping children in need and supporting healthcare services.

Walgreens Boots Alliance carried out an externally facilitated CSR materiality assessment during fiscal 2018, engaging with numerous stakeholders to determine the CSR topics where we have the most impact. This assessment guided us on the disclosures contained in this report and will also steer us in the future as our CSR strategy evolves to address emerging issues.

We are proud to present a third year of environmental, workplace and corporate giving data across our ongoing

operations, including an independent review of specified indicators. In some areas, such as diversity in management, we are presenting data for the first time, and in other areas we are committed to putting processes in place to collect information on our most material CSR topics.

It is humbling for us to see the many ways that Walgreens Boots Alliance employees share our commitment to our CSR goals—in everything from raising funds for our cancer charity partners to innovating to reduce waste and energy use—and for that we thank them. We also thank our generous customers for supporting the causes we champion that help to reduce poverty and bring vital healthcare to children around the world.

James Skinner
Executive Chairman
Walgreens Boots Alliance, Inc.

Stefano Pessina
Executive Vice Chairman and
Chief Executive Officer
Walgreens Boots Alliance, Inc.

January 16, 2019



James Skinner (l), Stefano Pessina (r).

A Message from Our CSR Committee Chairman

GRI Disclosure 102-14

“Pharmacy is in a unique position to improve community health and wellbeing. We have a special mission; it’s our opportunity to change the world for the better.”

Our Company broadened and deepened our CSR work during fiscal 2018. We built on long-standing partnerships to deliver vital healthcare services around the world, extended our commitment to issues such as access to healthcare and invested in programs to reduce our environmental impact. Now, more than ever, our customers and our stakeholders expect us to make a positive contribution to communities and the planet.

Our CSR initiatives have become integral to our employees and customers as they pour their hearts into our brand causes, such as BBC Children in Need in the UK and Red Nose Day in the U.S. Our CSR agenda makes everyone at Walgreens Boots Alliance come together as a team and develop a common culture, enriching us personally and professionally, as we fulfill our Company purpose to help people across the world lead happier and healthier lives.

The publication of our 2018 CSR Report coincides with the 170th anniversary of the opening of the first Boots store. Boots UK has pioneered CSR work in many areas and has reported on sustainability for more than 40 years. That example now extends throughout Walgreens Boots Alliance. I am proud of Boots UK’s expanding efforts to raise awareness about dementia and its decades of community engagement in the Nottingham area, among many other initiatives.

Healthcare, including accessibility and affordability, is at the heart of our CSR strategy, and this long-standing focus was confirmed by our CSR materiality assessment. As a global healthcare company, it is our duty to deliver tangible health and wellbeing benefits through all that we do. Pharmacy is in a unique position to improve community health and wellbeing. We have a special mission; it’s our opportunity to change the world for the better.

Our commitment to long-term partnerships continued to bear fruit this year. Donations from Walgreens over our four-year partnership with Vitamin Angels have helped provide life-changing vitamins and minerals to more than 160 million children and women in at-risk populations. Since the start of the partnership with United Nations Foundation in 2013, Walgreens donations for Get a Shot. Give a Shot. have helped provide more than 34 million vaccines to communities in the developing world. Over eight years of supporting Baan Gerda, a program for HIV infected and affected children, Boots Thailand employees have raised more than 15 million Baht (\$460,000) for the organization and dedicated many volunteer hours.

I would like to congratulate the European Organisation for Research and Treatment of Cancer (EORTC), a CSR partner of ours for more than seven years, for expanding their infrastructure for clinical cancer

research to all types of cancer. Having supported EORTC through fundraising in Europe — especially through the efforts of our Alliance Healthcare employees — we are proud to be helping the EORTC extend its model to other regions through collaboration.

Our stakeholders have told us that they care about ingredients and transparency in the products we sell and we have made steps in this area, publishing a Chemical Policy Statement, which is summarized in this report.

I was so moved when I visited stores affected by the hurricanes in Puerto Rico and Florida. Our customers and employees responded to these disasters with extraordinary generosity, making donations to the Walgreen Benefit Fund, local charities and the American Red Cross. They demonstrated our CSR values, doing everything they could to re-open stores as quickly as possible to provide tangible support in their communities.

I believe that our employees’ strong sense of belonging runs throughout our businesses around the world and shows how rooted we are in our communities.

Ornella Barra
Co-Chief Operating Officer
Walgreens Boots Alliance, Inc.
Chairman of the Corporate Social Responsibility Committee



January 16, 2019

Our Vision, Purpose and Values

GRI Disclosure 102-16

Our vision

Be the first choice for pharmacy, wellbeing and beauty—caring for people and communities around the world

Our purpose

We help people across the world lead healthier and happier lives

Our values

Walgreens Boots Alliance takes seriously its aim of inspiring a healthier and happier world, as reflected in our core values:

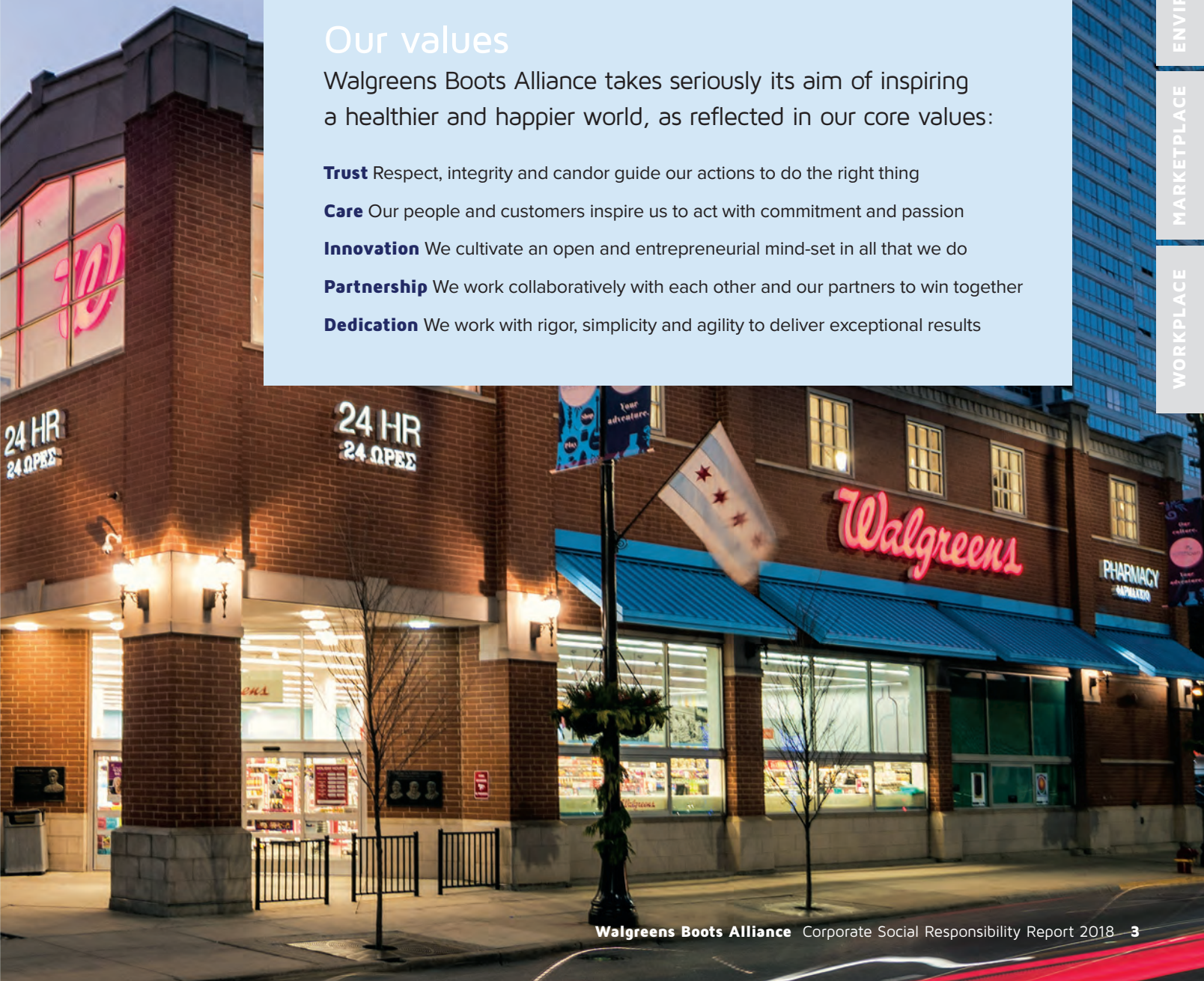
Trust Respect, integrity and candor guide our actions to do the right thing

Care Our people and customers inspire us to act with commitment and passion

Innovation We cultivate an open and entrepreneurial mind-set in all that we do

Partnership We work collaboratively with each other and our partners to win together

Dedication We work with rigor, simplicity and agility to deliver exceptional results



About Our Company

GRI Disclosures 102-3, 102-4, 102-9, 103-2, 103-3, 201-1

Walgreens Boots Alliance is the first global, pharmacy-led health and wellbeing enterprise, with sales of \$131.5 billion in the fiscal year ended August 31, 2018.

WE*:

The three Divisions that make up our Company are Retail Pharmacy USA, Retail Pharmacy International and Pharmaceutical Wholesale.

Additionally, Walgreens Boots Alliance has a portfolio of highly regarded and long-established product brands, which we continue to grow on a global scale. More information about our Divisions and our owned brands can be found on our corporate website.

Walgreens Boots Alliance has a complex international supply chain involving relationships with numerous suppliers in areas such as pharmaceuticals, consumer products, owned brands, business services, supply chain services, goods for our operations and more.

Our principal executive offices are located in Deerfield, Illinois, USA.



EMPLOY MORE THAN **415,000** PEOPLE 



ARE PRESENT IN MORE THAN **25** COUNTRIES

ARE THE **LARGEST RETAIL PHARMACY, HEALTH AND DAILY LIVING** DESTINATION ACROSS THE U.S. AND EUROPE 

ARE A GLOBAL LEADER IN PHARMACY-LED, HEALTH AND WELLBEING RETAIL WITH MORE THAN **18,500** STORES IN **11** COUNTRIES 

RUN A GLOBAL PHARMACEUTICAL WHOLESALE AND DISTRIBUTION NETWORK WITH MORE THAN **390** DISTRIBUTION CENTERS  →  IN MORE THAN **20** COUNTRIES

ARE ONE OF THE WORLD'S **LARGEST PURCHASERS** OF PRESCRIPTION DRUGS AND MANY OTHER HEALTH AND WELLBEING PRODUCTS 

*All figures are as of August 31, 2018, including equity method investments, using publicly available information for AmerisourceBergen.

CSR Highlights*

MORE THAN **1,000** SAFE MEDICATION DISPOSAL
KIOSKS IN WALGREENS STORES—**MORE THAN 410 TONS**
(372 METRIC TONNES) OF MEDICATION COLLECTED AND
SAFELY DISPOSED OF



 RED NOSES: **40M** SOLD, **\$71M** RAISED

GET A SHOT. GIVE A SHOT.  MORE THAN **34M** LIFESAVING
VACCINES FOR CHILDREN AROUND THE WORLD

 BBC CHILDREN IN NEED: **£11.5M (\$18.6M)** RAISED

WALGREENS BOOTS ALLIANCE ENERGY USE: **↓4%**
EMISSIONS: **↓15.3%** FISCAL 2018 vs. FISCAL 2016

HOW2RECYCLE  LABEL ON MORE THAN **600**
WALGREENS OWNED BRAND PRODUCTS

 **75% CERTIFIED** SUPPLY CHAIN SUSTAINABLE
PALM OIL USE IN CALENDAR 2017, IN BOOTS UK OWNED BRANDS

*Figures as of August 31, 2018 unless otherwise stated.

Our Approach to CSR

GRI Disclosures 101, 102-15, 102-17, 102-18, 102-20, 102-22, 102-23, 102-24, 102-26, 102-29, 102-30, 102-31, 102-32, 102-46, 102-54, 103-1, 103-2, 103-3, 416-1, 417-1, 418-1

Walgreens Boots Alliance touches millions of lives around the world every day, through the medicines we dispense and distribute, our convenient retail stores and our health and beauty products. We deliver healthcare and support communities through both our day-to-day operations and our business values, and those essential roles shape our approach to CSR.

Given our scale and our position at the intersection of healthcare, retail and beauty, we believe that we can make a profound and positive impact on the world.

During fiscal 2018 Walgreens Boots Alliance conducted a thorough CSR materiality assessment to identify the CSR material topics we should measure and against which we should report our impact. The CSR materiality assessment process and outcomes are explained on pages 10-14 of this report.

This exercise showed that many of the highest priority issues for stakeholders, and areas where we have the greatest impact, are healthcare related: access to affordable and quality healthcare, consumer health education and prescription drug abuse. This outcome supports our ongoing, healthcare-centered CSR strategy, which was developed to reflect the nature of our business and our stated purpose to help people across the world lead healthier and happier lives. It should also be noted that our CSR activities and targets across the Company are aligned with the United Nations

Sustainable Development Goals (SDGs), which we are committed to supporting.

Walgreens Boots Alliance anticipates that the outcomes from the materiality assessment will guide an evolution in our CSR strategy in the coming years, along with a revision of our CSR goals and the development of disclosures and performance indicators to map our progress on material CSR topics that emerged. It will ultimately help drive us to focus on those issues and opportunities where we can make the greatest positive impact.

For this report we continue to report progress on our 12 existing CSR goals, grouped into four areas—Community, Environment, Marketplace and Workplace—as follows:

Community

We strive to be a responsible neighbor in the communities we serve around the world. We are taking actions to:

- Support the health, wellbeing and vitality of the communities we serve
- Enable young people to achieve their potential wherever they are in the world
- Develop and mobilize our resources and partnerships in the fight against cancer

Environment

We are determined to protect the environment and do our part to ensure it flourishes for future generations. We understand our potential positive impact and are taking actions to:

- Reduce our energy consumption and emissions on a comparable basis* as defined by the Greenhouse Gas Protocol
- Reduce the waste we create, on a comparable basis*, and contribute to the drive for increasingly circular economies through increased re-use and recycling
- Develop plans to help achieve zero net deforestation by 2020, collaborating with other organizations in a global initiative

* Excludes the impact of acquisitions, disposals and any significant changes in existing operations.

Marketplace

We aim to do business fairly and with integrity and are taking actions to:

- Create a global process that enables transparency of ingredients and their traceability for the exclusive consumer retail product brands that we sell
- Continue to drive ethical sourcing practices across our supply chain, protecting human rights, supporting diverse suppliers and engaging with suppliers around environmental issues
- Work collaboratively with a global network of key external organizations engaging in issues that carry the greatest social relevance to the markets and in the communities we serve

Workplace

We strive to treat our people with dignity and respect and are taking actions to:

- Proactively support the personal health and wellbeing of our employees
- Deliver our commitment to equal opportunities for everyone across our employment practices, policies and procedures
- Continuously improve our robust approach to health and safety, actively caring for our employees and customers, throughout the Company

Boosting shared value

Our aim is to lead by example and to maximize the impact of our initiatives, especially in the area of health and wellbeing. To boost shared value, our businesses support campaigns that differentiate their commercial offers, generate customer loyalty, energize employees and help to improve the health and wellbeing of millions of children. This means our CSR work is good for business, people and the community.

Through these initiatives—such as Red Nose Day and ME to WE in the U.S., and our support of BBC Children in Need in the UK—customers and employees are empowered to give back and have an impact on child poverty and health.

GRI Standards

This report has been prepared in accordance with the GRI Standards: Core option. GRI is the world's most widely used set of sustainability reporting standards and we engaged with GRI as we developed this report. We believe the CSR materiality assessment described in this report on pages 10-14, together with the disclosures that correspond to the material topics that were identified through the assessment, provide enhanced transparency and credibility and will give our stakeholders greater confidence in our CSR work. In addition, Walgreens Boots Alliance plans to make a climate change submission to CDP (formerly the Carbon Disclosure Project) for fiscal 2018, as it did the two previous years.

The GRI Content Index at the back of this report reflects the CSR material topics identified in the materiality assessment—addressing the issues through which the Company has the most impact on the environment, on society and communities and on the economy.

This report aligns with the GRI reporting principles of stakeholder inclusiveness, sustainability context, materiality and completeness. Information related to how the Company applies these principles can be found in the Stakeholder Engagement,

Our Approach to CSR, Our CSR Materiality Assessment and About This Report sections (respectively).

This report underwent the new GRI Disclosure Review service, designed to help organizations improve the content of their reports by reviewing specific disclosures and determining whether the organization has responded to the information requests from the requirements outlined in the GRI Standards. More information pertaining to the review can be found in the GRI Content Index on page 76.

Boundaries for information within this report are evaluated based on the location and level of impact Walgreens Boots Alliance has on the topic, as defined by GRI. Details on the boundary for each topic can be found in section introductions.

The United Nations Sustainable Development Goals (UN SDGs)

Walgreens Boots Alliance is committed to contributing to the implementation of the SDGs and we have mapped our CSR disclosures in our table of material topics and elsewhere in this report.

During fiscal 2018 we evaluated our performance on the SDGs through participation in the SDG Evaluation Tool, an assessment by Trucost, part of S&P Global. Walgreens Boots Alliance joined a group of more than a dozen companies in the inaugural application of the tool, designed to enable companies and investors to align their sustainability strategies with the SDGs.

The Trucost evaluation, published after the end of fiscal 2018, provided a scorecard of Walgreens Boots Alliance's overall SDG performance as well as individual scores for each goal, including positive contributions toward the SDGs and areas of risk. Through our participation in the evaluation we gained insight that will help us to prioritize our focus on the SDGs where we have the greatest impact.

Targets

We are committed to setting measurable targets to hold ourselves accountable.

Our individual businesses are located in different countries around the world with different infrastructure and market realities. Each business has a designated CSR champion who coordinates the setting of CSR targets relevant to its local communities and context. Targets are agreed with each business' leadership team. The Walgreens Boots Alliance CSR Committee confirms, on an annual basis, the overarching Walgreens Boots Alliance CSR strategy and goals and reviews divisional updates throughout the year.

Corporate governance and risk management

Walgreens Boots Alliance believes that strong corporate governance is an essential element to achieving our overall objectives and acting as a responsible organization.

The Board of Directors of Walgreens Boots Alliance is committed to sound corporate governance and sets high standards for employees, officers and directors. Our governance structure helps enable the Board to fulfill its fiduciary duties to our stockholders and helps ensure the long-term success of the Company. The Board exercises oversight of the Company's strategic, operational and financial matters, including the elements and dimensions of major risks facing the Company.

Having appropriate oversight and governance of our CSR program is critical to its success. Our CSR Committee plays a leading role in providing this oversight and governance. The CSR Committee is chaired by our Co-Chief Operating Officer Ornella Barra and includes senior executives from our key businesses as well as the legal, human resources and communications functions. The CSR Committee meets regularly and, among other obligations, is charged with reviewing our CSR

program (including the selection and approval of our CSR goals and the oversight of our CSR policy statements) and our progress towards achieving those goals. The Committee also formally approves our annual CSR report.

At the Board level, the Nominating and Governance Committee reviews, at least annually, our policies and activities regarding sustainability and CSR and assesses our management of risks in those areas. The members of the Nominating and Governance Committee are all independent directors.

Our Corporate Social Responsibility Policy Statements are available on our website under the "Governance guidelines & policies" heading. These statements shape our approach to our sustainability and CSR activities and help ensure that our Divisions and businesses are working within comparable parameters.

Walgreens Boots Alliance maintains a risk register that summarizes material Company risks and related mitigation, based on an analysis of financial, reputational, operational and regulatory impact. For material risks that are identified, the Company develops mitigation plans with clear allocation of responsibilities and timescales for completion and works to ensure that progress toward implementing these plans is monitored and reported. More information on the risk management process and the material risks is included in Walgreens Boots Alliance's most-recently filed Annual Report on Form 10-K.

In addition, the Company maintains a risk watch list, identifying certain risks that have not fully developed or for which the potential impact cannot be accurately assessed.

Based on analysis of potential impacts on adjusted operating income and reputation, data privacy and continued



Walgreens Boots Alliance is committed to the distribution of medicines in a safe environment.

improvement in pharmacy dispensing are identified as material risks for the Company. Climate change risk and plastics reduction are among sustainability issues included on the Company's risk watch list.

Code of Conduct and Business Ethics

The Walgreens Boots Alliance Code of Conduct and Business Ethics supports good governance of our behaviors and approach to CSR. It sets out the ethics and principles that are to be upheld by each Division, business and corporate function within Walgreens Boots Alliance.

The Code extends to all our officers and employees no matter where they are located in the world. It also extends to other parties acting on behalf of Walgreens Boots Alliance or any of its subsidiaries, such as consultants, agents, intermediaries or other representatives of Walgreens Boots Alliance, including our Board of Directors.

The confidential reporting telephone lines/website addresses listed in Appendix A of the Code are managed for Walgreens Boots Alliance by independent companies that provide reporting services for hundreds of companies worldwide. They are available 24 hours a day, seven days a week and in local languages. Information received by the independent companies is relayed to the Walgreens Boots

Alliance Compliance Office for further investigation and review as appropriate.

More information on our Corporate Governance Guidelines, and the Code of Conduct, can be found on our corporate website.

Customer, patient and product safety

Walgreens Boots Alliance is committed to the safe dispensing of medicines in our pharmacies, the wholesaling and distribution of medicines in a safe environment, and the production and sale of high-quality health and beauty products. Pharmaceutical products accounted for 72 percent of our sales in fiscal 2018, making distribution and dispensing of medications the most significant part of our business. In this section of the report we discuss how we address safety in pharmacy operations, dispensing and distribution. In the Marketplace section of the report we discuss product safety, information and labeling in our owned brands.

All Walgreens Boots Alliance pharmacy dispensing businesses annually review pharmacy operations for compliance with our Pharmacy Operations Governance Policy. Each operating business completes a letter of representation highlighting whether there are areas of noncompliance in business procedures, with an action plan stating when those areas will be rectified. During fiscal 2018, the Walgreens Boots Alliance Patient Safety Forum met three times. The meetings convened representatives from all pharmacy dispensing businesses to share best practice operations, facilitate a culture of openness and shared learning and develop innovative patient safety solutions.

Annual pharmacy operations reviews include monitoring procedures for the professional qualifications of pharmacists and employees in pharmacy-related positions; processes to ensure compliance with professional

development requirements for pharmacy staff; processes to ensure concerns about pharmacy professionals' fitness to practice are referred to the appropriate regulatory body; compliance with safe storage, preparation, dispensing, compounding, sale and supply of medicinal products; mechanisms for compliance with standard operating procedures covering dispensing, pharmacist control checks, patient counseling, record keeping, management of controlled drugs and narcotics, medicines date checking, quality assurance, error management and other issues; and recording, management and reporting of dispensing errors, including a formal review process and action planning to minimize the risk of such errors occurring.

All Walgreens Boots Alliance businesses must have documented processes in place to facilitate the collection of key performance metrics on health and safety, including pharmacy incidents.

To help ensure patient safety, our prescription labels are designed to meet both regulatory requirements and our internal standards.

Data privacy and security

Throughout our operations, we receive, retain and transmit personal information from customers and others. This information is provided when they purchase products or services, fill prescriptions, enroll in promotional programs, participate in our customer loyalty programs, register on our websites or otherwise communicate and interact with us. In addition, aspects of our operations depend upon the secure transmission of confidential information over public networks. The security processes the Company has in place for all Walgreens Boots Alliance information technology (IT) systems and resources, our businesses, and all respective employees, contractors and third parties help ensure that security,

confidentiality, integrity and availability are maintained.

Under the leadership of our Global Chief Information Security Officer, Walgreens Boots Alliance devotes significant resources to protect the security of our computer systems, data, networks and other assets. Our IT department maintains procedures to manage and escalate information security incidents.

Our global information security policies, which are based on cybersecurity frameworks such as the International Organization for Standardization and the National Institute of Standards and Technology, set the compliance guidelines for our people, processes and systems. Walgreens Boots Alliance has programs in place to help ensure adherence to security policies, control frameworks and regulatory requirements. We also periodically engage independent third parties to conduct cybersecurity risk assessments.

The Company maintains a Data Security Event Plan to effectively manage and respond to information security incidents. In 2018, Walgreens Boots Alliance established a new partnership with a third-party endpoint security firm to proactively provide breach response services, in the event we should need them. Additionally, following our leadership in 2017 as an early adopter of chip credit card technology in our U.S. retail stores, Walgreens implemented the process of tokenization as an added layer of protection to our customers. Walgreens Boots Alliance complies with global industry standards, including HITRUST Alliance CSF framework and the Payment Card Industry Data Security Standard.

Moving forward, the Company will continue to closely review, assess and improve policies and procedures to help ensure the integrity of data and the protection of our customer, patient, employee and company data.

Our CSR Materiality Assessment

GRI Disclosures 102-15, 102-21, 102-29, 102-43, 102-44, 102-46, 102-47, 103-1, 103-2, 103-3

To better understand our environmental, social and economic impacts throughout our operations, Walgreens Boots Alliance conducted a thorough CSR materiality assessment during fiscal 2018. The aim of the assessment was to encourage insightful stakeholder dialogue, to inform our evolving sustainability strategy and to form the basis for our public CSR reporting. The assessment included horizon scanning: identifying emerging topics that could become a focus for the Company's sustainability efforts in the future.

Our size means that we can have a significant economic impact in the countries and regions where we do business. Our economic performance is the bedrock of our CSR commitments because it enables us to promote health, wellbeing and sustainability through employment, investment, initiatives and corporate giving. For this reason, our overall mission as a business, and our competitive strategy, were central to our process of defining our material CSR issues.

We engaged global nonprofit Forum for the Future to guide us on the materiality assessment, which was conducted following GRI reporting requirements. Through stakeholder engagement for the assessment, we identified the material topics that merit inclusion in this report, which are those that can reasonably be considered important to reflect our Company's economic, environmental and social impacts or those that may impact the decisions of stakeholders.

Forum for the Future worked with us to identify internal and external stakeholders to interview, including suppliers, employees, customers, the media, nonprofit groups, investors and regulatory bodies. The stakeholders reflect the diverse and global nature of Walgreens Boots Alliance, spanning multiple countries and businesses. The assessment included 60 in-depth stakeholder interviews. In addition, through a third party, we conducted surveys with thousands of customers in our two largest markets: the U.S. and the UK.

In the interviews and surveys, we asked stakeholders about a wide range of potential topics. Stakeholders were asked to indicate how much Walgreens Boots Alliance's performance on these issues influenced their assessments of the Company and decisions whether to engage with the Company. After a first tier of interviews, we refined our list of potential material topics and added issues brought up by stakeholders. Through additional research, we also considered the material CSR issues identified by our corporate peers and by retail and pharmacy industry groups.

Data from the interviews and from the surveys of customer panels were used to assign a stakeholder priority to each topic or issue, after applying a methodology to calculate the relative importance of each. These priorities are shown on the Y-axis of our CSR materiality matrix.

Forum for the Future then guided a group of Walgreens Boots Alliance subject matter experts

and CSR managers and executives in determining the impact of the CSR material topics, taking into consideration how far or wide the impact is, the magnitude of the impact and the significance of the impact in the world. The outcome of this exercise is reflected in the X-axis of our CSR materiality matrix.

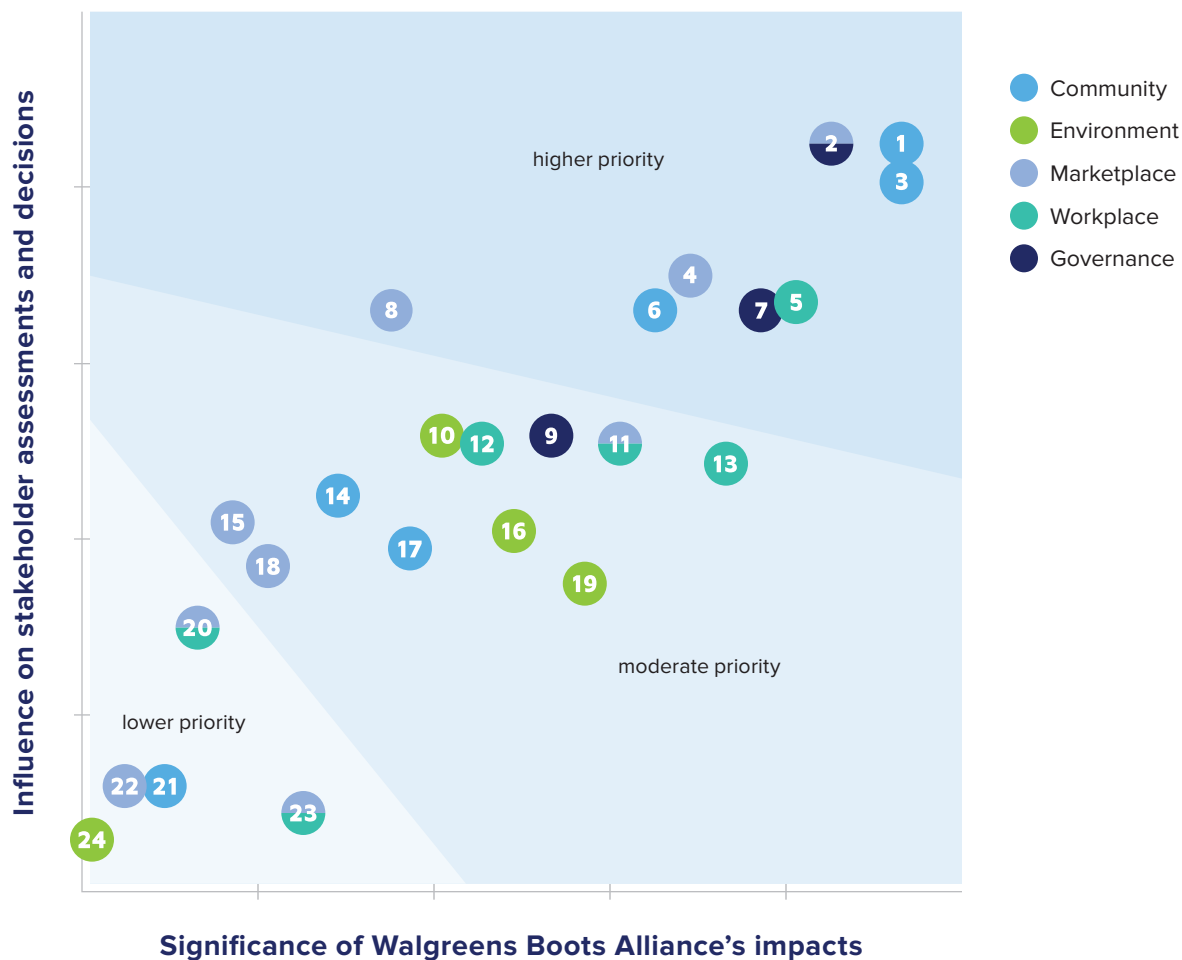
The matrix was validated with key stakeholders and refined appropriately.

By going through this process of identifying material CSR issues, we endeavor to adhere to best practices in corporate sustainability reporting. The GRI Content Index at the back of this report provides a guide for readers to find disclosures related to the material topics. Our definition of material for CSR purposes is distinct from the definition of that term that may be used by the Company for other purposes.

This report reflects insights from the materiality assessment in a number of ways: more robust disclosure on higher priority topics, including additional data in some cases; further explanation of our management approach to material topics; and a commitment to develop a thorough management approach and identify key metrics for future reporting on our progress on the highest priority topics, including access to affordable and quality healthcare and consumer health education and marketing. More information on the processes surrounding the development of this report can be found in the About This Report section on page 75.

CSR materiality matrix

The following matrix shows the issues that were deemed material to our Company from a CSR perspective. Shading indicates higher, moderate and lower priority topics, and color coding indicates how each topic aligns with our four CSR focus areas and our governance practices.



- | | | |
|---|--|--|
| 1 Access to affordable and quality healthcare | 8 Product labeling and transparency | 16 Waste management |
| 2 Product safety | 9 Corporate governance | 17 Community engagement and partnerships |
| 3 Consumer health education and marketing | 10 Environmental impacts of materials | 18 Animal testing |
| 4 Responsible and ethical supply chains | 11 Packaging | 19 Energy use and climate impacts |
| 5 Employee health, safety and wellbeing | 12 Employee wages and hiring practices | 20 Product end-of-life |
| 6 Prescription drug abuse | 13 Diversity and inclusion | 21 Tobacco use |
| 7 Data privacy and security | 14 Cancer cure and prevention | 22 Supplier diversity |
| | 15 Chemical use and management | 23 Deforestation |
| | | 24 Water consumption and use |

Mapping of CSR material topics

In the following table we define our material topics—the moderate and higher priority issues on the matrix—and map them to the corresponding GRI Topic Specific Standards, which are included in this report, and to the UN SDGs.

Material Topic	Definition	Corresponding GRI Topic Specific Standard(s)	Corresponding UN SDG(s)
1 Access to affordable and quality healthcare	Supporting Walgreens Boots Alliance customers, employees, community members and other stakeholders to easily access affordable, quality prescriptions, immunizations and health services	This issue does not map directly to a GRI Topic Specific Standard	
2 Product safety	Ensuring that products sold, including their ingredients, meet rigorous safety standards that in some cases go above and beyond regulation	GRI 416: Customer Health and Safety	 
3 Consumer health education and marketing	Through campaigns and other communication tools, raising awareness among consumers and sharing information about critical health issues, prevention tips and other health-related information, such as smoking cessation	This issue does not map directly to a GRI Topic Specific Standard	
4 Responsible and ethical supply chains	Driving good practices across Walgreens Boots Alliance's supply chain, protecting human rights, supporting diverse suppliers and engaging with suppliers around environmental and social issues	GRI 414: Supplier Social Assessment	  
5 Employee health, safety and wellbeing	Offering benefit packages, workplace conditions and other support systems to help ensure the health, safety and wellbeing of all Walgreens Boots Alliance employees	GRI 401: Employment	 
6 Prescription drug abuse	Investing in or supporting external community solutions, and/or providing programs, information or other support to communities and individuals in the U.S. and elsewhere, to fight prescription drug abuse	This issue does not map directly to a GRI Topic Specific Standard	
7 Data privacy and security	Working to protect Walgreens Boots Alliance customers' and employees' data and privacy, and investing in the security of information technology systems	GRI 418: Customer Privacy	
8 Product labeling and transparency	Collecting and tracking product information from suppliers, and providing consumers with the information they care about in a clear, accessible and thorough way	GRI 417: Marketing and Labeling	 
9 Corporate governance	Ensuring Walgreens Boots Alliance is led internally with the highest standards of governance, and that all employees, officers and directors practice sound ethics	Covered in General Disclosures (Governance) GRI 205: Anti-corruption	  
10 Environmental impacts of materials	Working with suppliers to help ensure that raw materials are sourced in the most environmentally appropriate way possible, or eliminated or replaced where environmental impact cannot be reduced	GRI 417: Marketing and Labeling	 

Material Topic	Definition	Corresponding GRI Topic Specific Standard(s)	Corresponding UN SDG(s)
11 Packaging	Working to reduce negative impacts of product packaging, including using recycled/recyclable packaging, eliminating chemicals of concern from packaging and other steps	GRI 301: Materials	 
12 Employee wages and hiring practices	Executing leading hiring practices and offering compensation to Walgreens Boots Alliance employees at all levels and locations, including equal pay across genders and a living wage	GRI 202: Market Presence	   
13 Diversity and inclusion	Attracting diverse employees, increasing opportunities for all staff through transparent career progression plans and promoting an agile and flexible working culture	GRI 405: Diversity and Equal Opportunity	 
14 Cancer cure and prevention	Raising awareness about cancer risk factors and prevention, supporting individuals with cancer care, reducing sales of products that are known or at risk to be carcinogenic and/or investing in cancer cure research efforts	This issue does not map directly to a GRI Topic Specific Standard	
15 Chemical use and management	Selecting safe materials, eliminating ingredients deemed to be a risk, and helping to ensure safe use throughout their life cycle, including sourcing, transport, storage, use and production	This issue does not map directly to a GRI Topic Specific Standard	
16 Waste management	Responsibly and sustainably managing waste at stores, offices and other facilities, including reducing, reusing, recycling and composting	GRI 306: Effluents and Waste	     
17 Community engagement and partnerships	Working with or otherwise supporting nonprofit organizations, community groups and other external organizations to support their social or environmental impact	GRI 413: Local Communities	    
18 Animal testing	Reducing or eliminating the testing of products or ingredients on animals whenever possible, and/or contributing to efforts (i.e. research) to support other means of safety testing	This issue does not map directly to a GRI Topic Specific Standard	
19 Energy use and climate impacts	Working with upstream suppliers and facilities managers to reduce the greenhouse gas emissions associated with Walgreens Boots Alliance's footprint and supply chain	GRI 302: Energy GRI 305: Emissions	      

In addition to the GRI Topic Specific Standards mapped to the CSR material topics in the table, we report on the following, which we consider fundamental to our social license to operate and to our efforts to be a good corporate citizen—GRI 201: Economic Performance; GRI 203: Indirect Economic Impacts; GRI 206: Anti-competitive Behavior; and GRI 415: Public Policy.



The definitions for the material topics that were considered lower priority are as follows:

- 20 **Product end-of-life:** Working to reduce the environmental impact of sold products and offering consumers product and packaging disposal information to help protect the planet
- 21 **Tobacco use:** Selling of tobacco products in our stores in North America
- 22 **Supplier diversity:** Procuring products and services from a diverse supplier base to foster sustainable communities
- 23 **Deforestation:** Working to responsibly source products and ingredients in order to reduce deforestation, which destroys plant and animal habitats, affects local communities and impacts climate change
- 24 **Water consumption and use:** Working to reduce water use associated with facilities, to provide consumers with information on proper disposal of flushable products and to reduce ingredients in rinse-off products that could potentially harm the environment

Stakeholder Engagement

GRI Disclosures 102-21, 102-29, 102-40, 102-42, 102-43, 102-44, 102-46

Engaging and collaborating with our stakeholders helps us to address the most relevant sustainability issues for our Company. We regularly consult with our stakeholders, internal and external, to seek their feedback on our performance in the areas where we have the greatest economic, environmental and social impact.

Dialogue with stakeholders across the world provides us with a broad and diverse understanding of their evolving priorities and of issues that are emerging as potential priorities in the future. Ultimately, this helps enable us to deliver products and services that make positive impacts throughout our lines of business.

We identify relevant stakeholders in a variety of ways. Stakeholders impacted by our business and who influence our business—such as customers, stockholders and nonprofit groups—frequently approach us with issues. We also engage stakeholders proactively on matters where we feel we can have significant impact, such as in the health and wellbeing arena, and also on topics where we are aware of evolving societal expectations. We also endeavor to engage with stakeholders representing a range of sectors, geographies, organization types and sizes.

The table in this section describes the form and frequency of engagement with key categories of stakeholders during fiscal 2018, their expectations, matters they raised and actions we have taken. The table content reflects stakeholder

engagement carried out for preparing the CSR materiality assessment described elsewhere in this report, as well as regular ongoing engagement. Issues brought to our attention by stakeholders are escalated to our CSR Committee.

We maintain an open door at all times for stakeholder feedback on our CSR reporting and strategy. One way to reach us is by email at CSR@wba.com.

Customers and pharmacists are among our key stakeholder groups.



Stakeholders	Mechanism for engagement	Expectations/issues that arose through engagement	Actions taken
Non-governmental organizations (NGOs)	<ul style="list-style-type: none"> • At a minimum, quarterly meetings with key charity partners • Formal yearly feedback with key charity partners • Regular and ad hoc meetings, as well as conference participation with NGOs; frequency varies from business to business and from group to group 	<ul style="list-style-type: none"> • Consumer health education and marketing • Product safety • Community engagement and partnerships 	<ul style="list-style-type: none"> • Mental health education and resources for veterans • Expanded UK dementia awareness campaign • Trained cancer information pharmacists • Chemical Policy Statement • Collaboration on personal care products rating system with The Sustainability Consortium (TSC)
Stockholders, investors, lenders	<ul style="list-style-type: none"> • Annual stockholders meeting • Frequent dialogue through our investor relations team • May 2018 sell-side analyst event, participation in investor conferences at least twice yearly • Annual submission of CDP Climate Change questionnaire 	<ul style="list-style-type: none"> • Prescription drug abuse • Access to affordable and quality healthcare • Tobacco use 	<ul style="list-style-type: none"> • Expansion of opioid abuse prevention programs and partnerships • Copay support for patients • Disaster response and enhanced preparedness to provide healthcare access • Tobacco removed from pilot project stores in Gainesville, Florida
Government bodies and agencies	<ul style="list-style-type: none"> • Weekly or more frequent meetings with government agencies • Weekly or more frequent dialogue with membership associations • Consultation responses at national and international levels • Quarterly industry panels 	<ul style="list-style-type: none"> • Energy use and climate impacts • Packaging • Waste management • Prescription drug abuse 	<ul style="list-style-type: none"> • Energy efficiency investments • Established refrigerant baseline in our main markets • Joined UK Plastics Pact • Expansion of opioid abuse prevention programs and partnerships
Internal stakeholders	<ul style="list-style-type: none"> • Annual employee performance reviews/appraisals • Quarterly and/or annual employee feedback surveys, varies from business to business • Ethics, safety, compliance, development and other training — frequency varies from business to business and from role to role • Daily Company and business communications through email, intranet and bulletin boards • Quarterly town hall meetings with senior leadership 	<ul style="list-style-type: none"> • Employee health, safety and wellbeing • Employee wages and hiring practices 	<ul style="list-style-type: none"> • U.S. parental leave benefit and other benefit updates • U.S. wage increase • Walgreens Boots Alliance diversity and inclusion leadership goal • UK gender pay gap, actions taken

Stakeholders	Mechanism for engagement	Expectations/issues that arose through engagement	Actions taken
Suppliers	<ul style="list-style-type: none"> Annual supplier conferences Quarterly joint business plans meetings with selected suppliers 	<ul style="list-style-type: none"> Prescription drug abuse Energy use and climate impacts Product safety 	<ul style="list-style-type: none"> Partnership on expansion of Safe Medication Disposal Kiosks Collaboration on personal care products rating system with TSC
Communities	<ul style="list-style-type: none"> Daily, through our retail pharmacies and CSR initiatives Annual campaigns with charity partners Daily response to issues raised on social media 	<ul style="list-style-type: none"> Diversity and inclusion Prescription drug abuse Access to affordable and quality healthcare 	<ul style="list-style-type: none"> Unconscious bias training for Walgreens store employees Expansion of opioid abuse prevention programs and partnerships Community health events, flu shot vouchers
Customers (pharmacy benefit managers (PBMs), pharmacists, consumers, patients)	<ul style="list-style-type: none"> Always-on Walgreens and Boots UK customer satisfaction surveys Corporate website, business websites Social media Daily, through our retail pharmacies and CSR initiatives 	<ul style="list-style-type: none"> Access to affordable and quality healthcare Product labeling and transparency Data privacy and security Packaging 	<ul style="list-style-type: none"> Copay support for patients Community health events, flu shot vouchers HIV testing Chemical Policy Statement Package label enhancements Continued information security efforts
Academics	<ul style="list-style-type: none"> Face-to-face bi-annual meetings Regular guest-speaker slots Presentations at scientific meetings several times a year 	<ul style="list-style-type: none"> Product safety Chemical use and management Responsible and ethical supply chains Consumer health education and marketing Access to affordable and quality healthcare 	<ul style="list-style-type: none"> Chemical Policy Statement Mica, talc suppliers survey Adopted employer pays principles Promotion of safe medication use and regimen adherence
Media	<ul style="list-style-type: none"> Media releases and social media most weekdays Quarterly streaming of earnings call with analysts, twice yearly streaming of executive participation in investor conferences Media interviews 	<ul style="list-style-type: none"> Consumer health education and marketing Product safety 	<ul style="list-style-type: none"> Mental health education and resources for veterans Expanded UK dementia awareness campaign Trained cancer information pharmacists Chemical Policy Statement
Peers	<ul style="list-style-type: none"> Ad-hoc meetings and regular dialogue through membership organizations 	<ul style="list-style-type: none"> Data privacy and security Product labeling and transparency 	<ul style="list-style-type: none"> Continued information security efforts Collaboration on personal care products rating system with TSC

Industry organizations and networks

Walgreens Boots Alliance's work with a number of industry organizations and networks is central to our CSR agenda, as we believe that collaboration is key to being a force for good.

Our Company's leaders are actively involved on the boards of a number of industry organizations and networks that have CSR agendas that we support. Walgreens Boots Alliance's Co-Chief Operating Officer Alex Gourlay and Walgreens President of Operations Richard Ashworth both served on the board of the U.S. National Association of Chain Drug Stores (NACDS) during fiscal 2018. Co-Chief Operating Officer Ornella Barra served on the board of the International Federation of Pharmaceutical Wholesalers (IFPW) and as a Trustee of IFPW Foundation, whose work includes supply chain safety initiatives and collaboration with Gavi, the Vaccine Alliance, to improve the access and availability of vaccines worldwide.

Walgreens has worked for a number of years with a group of U.S. retailers and consumer goods companies on the cross-industry, collaborative Beauty and Personal Care Products Sustainability Project, an initiative coordinated by Forum for the Future, an independent, international nonprofit working to solve complex sustainability challenges. More about this collaboration can be found in the Marketplace section of this report.

The Consumer Goods Forum (CGF)

Our Chief Executive Officer, Stefano Pessina, serves on the board of the CGF, a prominent global association of retailers and manufacturers that looks to drive positive change and efficiency around the world for the benefit of both people and the planet, as well as our business.



We engage with our customers through surveys, websites, social media and in our stores.

As a member of the CGF, Walgreens Boots Alliance has pledged to follow the group's resolutions and commitments on health and wellness, ethical supply chains (including modern slavery), food waste, refrigerants and deforestation, among other issues. More information on those resolutions is available on the CGF website at www.theconsumergoodsforum.com and our response and progress is detailed on pages 47, 55-57 and 59-60 of this report.

During fiscal 2018 we also established a steering committee with senior appointments from across our businesses to provide further strategic support and drive for the internal processes and working groups delivering our commitments.

During fiscal 2018, following a CGF board meeting and agreement that the industry must act on the issue of plastic waste, Walgreens Boots Alliance joined one of four CGF task forces created in relation to the issue. The Company joined the global Inspiring Participation task force, focused on increasing consumer awareness about recycling and recyclability. The Company will use

the learnings from this work to influence our business approach globally on this important topic.

Walgreens Boots Alliance also continued its involvement with the Collaboration for Healthier Lives, a CGF initiative to explore ways to help customers shop for healthier products through a series of projects in cities around the world. In fiscal 2018 Walgreens stores in Hagerstown, Maryland participated, along with other retailers and consumer goods companies, in a campaign called One for Good, part of the Collaboration for Healthier Lives. The campaign, in partnership with local public health authorities, supported the community in adopting healthier diets and lifestyles by encouraging consumers to make the healthier choice.

Focus — Our efforts to combat opioid abuse

GRI Disclosures 103-2, 103-3, 301-3

3 GOOD HEALTH AND WELL-BEING



Now more than ever, the United States needs collaborative solutions to the opioid epidemic. Opioid abuse is devastating families and entire communities, and the

numbers continue to rise. As of 2017, the Centers for Disease Control and Prevention estimates that more than 115 people in the United States die from an opioid overdose every day. Given its scale of operations and reach in local communities, Walgreens can have significant impact on this issue.



Safe medication disposal kiosks are designed for safe and convenient disposal of unwanted, unused or expired medications.

During fiscal 2018 Walgreens expanded its ongoing multi-million dollar effort to help combat overdose-related deaths. This expansion built on our influence as a leader in the retail pharmacy industry and presence in communities across the country. Walgreens focuses on saving lives by prioritizing efforts to curb the misuse and abuse of prescription drugs through a medication disposal program, a teen awareness and education campaign and collaboration with government bodies to expand the availability of opioid overdose antidotes.

Walgreens enlarged its medication disposal program, the first national effort of its kind by a retailer, through a partnership with leading healthcare organizations AmerisourceBergen, Pfizer and Prime Therapeutics. As of the end of fiscal 2018 Walgreens had installed more than 1,000 safe medication disposal kiosks at its retail pharmacies, with a goal to reach approximately 1,500 kiosks. The kiosks are designed for safe and convenient disposal of unwanted, unused or expired medications. Between May 2016, when the kiosk program launched, and August 31, 2018, Walgreens collected and safely disposed of more than 410 tons (372 metric tonnes) of medication.

Walgreens also worked to raise awareness and educate teenagers about opioid abuse through the #ItEndsWithUs campaign, introduced in September 2017. Walgreens reached thousands of young people with the campaign through its sponsorship of five WE Day events during fiscal 2018.

OVERVIEW

COMMUNITY

ENVIRONMENT

MARKETPLACE

WORKPLACE

During fiscal 2018 Walgreens again participated in National Prescription Drug Take Back Days sponsored by the U.S. Drug Enforcement Administration (DEA). Walgreens also launched the Combat Opioid Abuse page on Walgreens.com, which shares the many ways the business supports the search for solutions. In a further effort to deter opioid theft and diversion, Walgreens has installed time delay safes to store prescription narcotics in more than 5,700 of its pharmacies.

Walgreens has also continued to work with regulators to make naloxone, a lifesaving opioid overdose antidote, available nationwide without requiring a prescription. As of August 31, 2018, naloxone was available at Walgreens pharmacies without a prescription in 48 states.

Walgreens recognizes that true national progress in combating the opioid crisis requires partnership and cooperation. With that in mind, Walgreens has worked with hundreds of government representatives at the local, state and federal levels, and interacted with numerous government agencies, research organizations and other groups in an effort to work to change legislation and implement solutions.

The Walgreens Boots Alliance Board of Directors takes oversight of this issue very seriously. In February 2018, CEO Stefano Pessina joined other chief executives from across the U.S.

Becky Savage, an Indiana mother who lost two sons to opioid misuse in one night, became a Walgreens ambassador for the #ItEndsWithUs campaign. “I believe there’s power in knowledge and that we can make a difference by talking about opioid misuse and abuse,” said Becky. “If my sons understood the risk of opioid overdose, I’m sure they would have made a different choice that night.”



in signing a pledge to embrace the role that employers and business leaders take in tackling the crisis.

Walgreens Boots Alliance strives to combat opioid abuse and related deaths beyond the U.S. In the UK, pharmacies receive unwanted medicines from the public for safe disposal as part of their contractual arrangements with the national healthcare systems. In Norway, which has struggled with overdose deaths for decades, Boots apotek Tøyen pharmacies allow qualified patients to take opioid substitution treatment medications in a monitored room. This provides a safe, dignified environment for patients who are enrolled in a national program aimed at reducing the number of overdoses and the risk of infections among people struggling with addiction.



South Carolina Attorney General Alan Wilson joined representatives from AmerisourceBergen and Walgreens to mark the expansion of safe medication disposal kiosks throughout the state.

Focus — Hurricane Recovery: Our commitment to providing access and care during large-scale disasters



Natural disasters create enormous challenges for patients, especially the elderly and other vulnerable populations, who need to obtain prescription medications. With a central focus on caring for people and communities worldwide, Walgreens Boots Alliance is in a unique position to offer support to those in need of healthcare access before, during and after disasters. We work with patients and communities to help ensure they are prepared with the medication supplies they need.



A Walgreens store in Puerto Rico is repaired after suffering damages in Hurricane Maria.

Preparing our stores and communities

At the end of fiscal 2017 and during fiscal 2018, a series of major natural disasters, including Hurricanes Harvey, Irma and Maria, affected our customers, patients and employees. The storms impacted more than 1,400 Walgreens stores in six southern states, Puerto Rico and the U.S. Virgin Islands. Walgreens demonstrated exceptional access to services and continuity of care throughout the storms.

Acting on the core driver of helping those in need, Walgreens made a critical difference in how customers, patients and employees prepared for and recovered from the storms.

Before the hurricanes hit, the Walgreens Security Operations Center and Emergency Operations Center mobilized teams to prepare stores, employees, customers and patients for the storms and anticipate their impact. Walgreens kept locations open, but only as long as it was safe for employees, and storm-proofed stores in the area.

- Walgreens Support Office teams stocked up on supplies and positioned in-store generators where possible. In preparation for Maria, 114 of the 120 stores in Puerto Rico had generators on hand.
- Walgreens teams increased shipments of canned food, batteries and bottled water to prepare stores; coordinated with vendors for post-storm recovery work in anticipation of the damages; and prepared to set up temporary pharmacies in areas with anticipated extensive damage and closures.

- Walgreens helped patients access the medications they needed prior to the storms. In the three days leading up to Irma and Maria, pharmacists filled close to 44,000 additional maintenance prescriptions.

Providing relief for our patients and communities

Extensive preparations allowed Walgreens to quickly and safely reopen stores, distribution centers and other locations. Employees went straight to work in their communities to provide on-the-ground support for their neighbors, customers and patients—delivering donated supplies, filling prescriptions, providing vaccines and setting up mobile pharmacies.

- In the 12 weeks immediately following Maria, more than 4,000 emergency prescriptions were provided to Puerto Rican communities free of charge. Walgreens pharmacists accompanied doctors to provide care in rural parts of the island, and teams supported the provision of medications to evacuee shelters.
- Walgreens also set up six temporary pharmacies, stocked by AmerisourceBergen, outside damaged stores.
- When much of Puerto Rico was without power or running water after Maria, employees went door-to-door to distribute approximately 1,600 cases of bottled water.
- Walgreens employees provided hepatitis A and tetanus vaccines to police officers following Harvey. Four Walgreens employees from Louisiana worked with Colonial Pipeline Company to provide emergency Tdap (tetanus, diphtheria and pertussis) shots to relief workers in Louisiana and Texas.

The Walgreens Security Operations Center in Deerfield, Illinois is key to preparing for and responding to disasters.

Walgreens and Duane Reade customers raised more than \$18 million through in-store collections for the American Red Cross Harvey, Irma and Maria relief efforts. In addition to merchandise and service donations, Walgreens provided the American Red Cross with \$650,000 for disaster relief efforts.

Bringing out the best in us

So many of the stories after these disasters involved employees in the affected areas helping each other, their stores and their communities. Here is just one example in the wake of Irma:

- Judy Richardson, a part-time customer service associate, “has been coming to our store every day, not because she was scheduled, but to see how she could help in the store and how she could help her teammates,” said Robert Lee, store manager in Tamarac, Florida. “She has given rides and carried ice and food. And she has had no power in her house since the storm. With all of this, she’s always smiling and looking for ways to help out our customers.”

Supporting our people after natural disasters

Walgreens employees donated generously in the aftermath of the hurricanes, to support their co-workers through the Walgreen Benefit Fund, a private foundation and registered charity that assists employees and retirees experiencing financial hardship. Approximately 2,000 employees

affected by the hurricanes received more than \$1.3 million in assistance from the fund, thanks largely to donations from their co-workers and retired Walgreens executives.

Disaster relief in the UK and around the world

In 2018 the UK experienced the joint hottest summer on record, which led to a series of wildfires across the country. Fires on Saddleworth Moor in North Yorkshire grew to such an extent that a major incident was declared. Boots UK stores in the area donated bottles of water, bandages and Soltan sun protection to support firefighters struggling with dehydration, sunburn and melting footwear.

We also continued support for disaster relief efforts by providing medical supplies for disaster relief and refugee camps through a 13-year partnership with International Health Partners (IHP), Europe’s largest coordinator of donated medical supplies. During fiscal 2018 Alliance Healthcare in the UK and Alloga UK donated to IHP more than £44,000 (\$59,000) in cash and medical supplies, based on cost value.

Across our Company and operations, we continued to support communities in the devastating aftermaths of natural disasters, such as Hurricane Florence, that occurred after the end of fiscal 2018. We will continue to share progress on our efforts in future reports.



Focus — Dementia awareness in the UK

3 GOOD HEALTH AND WELL-BEING



10 REDUCED INEQUALITIES



Consumer health education is a top priority for our stakeholders, and community health and wellbeing continues to be one of our CSR goals. In line with those priorities, Boots UK and Boots Opticians engage in ongoing work with Alzheimer's Society's Dementia Friends initiative to increase awareness among employees and customers about dementia and to provide support for people living with or affected by dementia.

According to Alzheimer's Society, there are 850,000 people with dementia in the UK, with numbers set to rise to over 1 million by 2025 and to 2 million by 2051.

In support of Dementia Action Week in May, Boots UK ran eight memory box sessions at care homes across the country, following an ongoing innovative research project conducted by the University of West London and the University of Nottingham. This Boots-supported research has shown the therapeutic benefits of multi-sensory memory boxes for people living with dementia. The Boots archive in Nottingham curated memory boxes containing images and products that have been part of people's everyday lives for generations. The boxes included items with smells, such as violet bath salts, cod liver oil and carbolic soap. Initial research has found that multi-sensory items can help unlock memories of the past and spark conversation and discussion for those living with dementia.



Dementia Friends

Boots UK has worked with Dementia Friends—an Alzheimer's Society initiative to change people's perceptions and understanding of dementia—since 2014. Boots UK and Boots Opticians continued those efforts during fiscal 2018. More than 28,000 Boots UK and Boots Opticians employees have viewed e-learning videos or attended information sessions to become Dementia Friends—people with an understanding of what it can be like to live with dementia. There is at least one Dementia Friend in every Boots store in Great Britain, and they identify themselves by wearing a Dementia Friends badge, to help everyone who shops at Boots stores feel safe, calm and comfortable.

In addition to supporting employees to become Dementia Friends, Boots UK has helped staff in care homes to become more aware of the needs of an individual living with dementia. Boots Care Services helps care homes to manage their residents' health needs. Care home staff can become Dementia Friends by watching videos and accessing learning modules on a Boots UK learning platform specially created for them. These modules are designed to help care home teams to further develop their understanding of different types of dementia, the signs and symptoms, medicinal treatments and how they can provide person-centered care.

Boots has helped to create more than 38,000 Dementia Friends in the UK.

OVERVIEW

COMMUNITY

ENVIRONMENT

MARKETPLACE

WORKPLACE

Community

GRI Disclosures 103-2, 103-3

Access to affordable and quality healthcare and consumer health education and marketing are among the highest priority issues identified through our CSR materiality assessment. These issues are central to business activities, which involve making available medicines, general merchandise and services to customers and patients across the world. Our conveniently located stores put professional pharmacists at the heart of healthcare in the communities we serve, and our online channels provide additional convenient options for customers.

Walgreens Boots Alliance strives to be a responsible neighbor in local communities and to have an impact on global health through large-scale, long-term initiatives. These efforts are discussed in the Health and Wellbeing and Cancer Programs sections.

In order to fulfill our goal to support young people, we focus on initiatives that spark engagement among our customers and our employees and have an impact on child poverty and health. This work is covered in the Supporting Young People section.

The initiatives we support are aligned to our three Community goals:



Health and Wellbeing: To support the health, wellbeing and vitality of the communities we serve

Cancer Programs: To develop and mobilize our resources and partnerships in the fight against cancer

Supporting Young People: To enable young people to achieve their potential wherever they are in the world



Boots Macmillan Beauty Advisors and Boots Macmillan Information Pharmacists provide in-store support to help people manage the effects of cancer and its treatments.

Health and Wellbeing

GRI Disclosures 103-2, 103-3, 203-1, 413-1

Healthcare access and consumer health education

We believe providing and improving access to affordable, quality healthcare and contributing to consumer health education are central to our purpose.

Our businesses have numerous initiatives that support access to healthcare, including significant partnerships with organizations that deliver vaccinations, vitamins, medical supplies and other health-related services to communities across the world. Our businesses also support meaningful programs that raise awareness about and educate consumers on health issues including dementia, opioid abuse prevention, mental health stigma, senior falls, smoking cessation and skin cancer screening.

We report performance metrics for many of the initiatives in these areas. We will continue to expand and refine our overall approach to these issues, including developing a new set of detailed performance measures to track our progress against these key topics annually.

Helping patients pay for medications

In the United States, rising drug prices are an important issue for our patients, and are at the heart of access to affordable healthcare. Walgreens is committed to partnership and collaboration with others in the pharmaceutical supply chain to help make medications more affordable and accessible.



Trained Walgreens specialty pharmacists can help patients navigate programs for assistance for prescription copays.

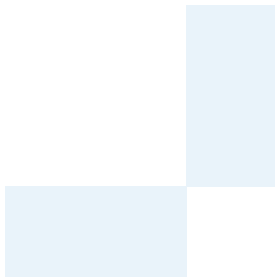
By training our Walgreens specialty pharmacists and providing them with resources to navigate fundraising and patient assistance programs such as Help Hope Live and Good Days, we are able to help our patients secure assistance for prescription copays, helping them to stay on treatment, alleviate financial burden and maintain eligibility for government assistance programs. During fiscal 2018 we helped patients to secure more than \$187 million in copay assistance for almost 633,000 prescriptions.

In Chile, our Farmacias Ahumada business expanded access to drugs for patients with chronic illness through the Ahumada Contigo (Ahumada With You) program launched in fiscal 2018. In the first stage, the access program includes 250 products that patients affiliated with the public healthcare system can purchase at significantly lower prices at Farmacias Ahumada.

Health and wellbeing research

The Walgreens Health Analytics Research and Reporting team collaborates with academic institutions and scientific researchers on numerous studies, with a goal of helping to improve patient care while lowering healthcare costs.

Access to healthcare, patient experience, adherence to prescriptions and clinical outcomes, healthcare costs, vaccinations and digital health are all important issues for patients and communities. Walgreens is dedicated to providing value to healthcare and strives to pursue the Institute for Healthcare Improvement's Triple Aim Initiative, which is to lower healthcare costs, improve care quality and increase patient satisfaction. More than 74 Walgreens outcomes studies from the past six years can be found on the Center for Health & Wellbeing Research website.



Featured research initiatives from fiscal 2018 include:

- A study indicated that a collaboration between the nonprofit foundation Good Days and Walgreens local specialty pharmacies decreased medication copays by between 98 percent and 100 percent for low-income patients with complex conditions such as cancer and rare diseases.
- Multiple studies explored regimented programs such as medication synchronization—where patients were scheduled to receive their refills on the same day each month—as well as the impact of digital refill reminders on patients prescribed antiretroviral medications. Studies widely found that the use of digital applications led to increased medication adherence, and consequently resulted in more effective medication regimens and lower healthcare costs.
- A study evaluated the ability of a large national pharmacy chain to meet communities' public health needs following the natural disaster of Hurricane Harvey. Results revealed that, despite damage and closures to some stores, the large pharmacy network using shared electronic records enabled a continuity of care and provided essential services to address the health needs of affected communities.

Veteran health

Every day, approximately 20 U.S. military veterans die by suicide, according to a study by the U.S. Department of Veterans Affairs (VA). Walgreens has partnered with the VA and the Veterans of Foreign Wars of the United States (VFW) to work to reduce that number through community outreach to veteran service organizations. The goals of the outreach are to raise awareness of mental health, to reduce stigma associated with seeking care for mental health and to direct patients toward VA or community-based mental health resources. Walgreens and the VA are also working together to improve pharmaceutical care coordination and provide flu shots at no cost for VA-enrolled veterans.

During fiscal 2018 Walgreens helped reach approximately 10,000 veterans and their spouses at national and state conventions of Disabled American Veterans and the VFW. They were provided information about reducing the stigma associated with mental health issues and lists of available resources where they can receive information and care.

The presentations also highlight local and online resources, such as self-screening tools, which are available to anyone through Walgreens.com/mentalhealth and other channels.



Walgreens provides health screenings at conventions for military veterans.

During fiscal 2018 the VA implemented a new effort to improve care coordination for veterans in collaboration with Walgreens. VA providers can now see the entire medication and immunization history of VA-enrolled patients who receive prescriptions and immunizations at Walgreens. This care coordination may help reduce duplicate prescriptions and prevent drug interactions.

"It's great that Walgreens encourages us to give these presentations at veterans' meetings, along with our other outreach events such as flu shot clinics and 'Hiring the Heroes' job fairs. We want to develop relationships and provide information to help those who serve or have served."

—Rick Fernandez, regional healthcare director for Texas, Oklahoma and southern New Mexico



Walgreens partners with Greater Than Aids to offer free HIV testing in stores.

HIV/AIDS initiatives in the U.S. and Thailand

For the eighth consecutive year, in recognition of U.S. National HIV Testing Day, Walgreens and public information campaign Greater Than AIDS, teamed up to offer free HIV testing. Testing was available at more than 300 Walgreens stores in 180 cities on June 27, 2018, National HIV Testing Day, and the following day. This in-store testing program was launched in 2011 in collaboration with Greater Than AIDS and has grown to be the largest coordinated annual HIV testing event of its kind in the U.S. From 2011-2018, more than 48,000 free HIV tests have been administered through this event.

Results are provided on site by trained counselors and testing partners

provide information about the benefits of early treatment and Pre-Exposure Prophylaxis. The test kits were donated by BioLytical Laboratories and OraSure Technologies, Inc.

During fiscal 2018 OraSure and Walgreens also launched a program to enable free in-home HIV testing to people who have been hard to reach in traditional testing efforts. OraSure sells retail access cards to public health organizations and advocacy groups to distribute to at-risk program participants during outreach events. Each card can be redeemed for an OraQuick In-Home HIV test at no cost at Walgreens and Duane Reade stores.

Since 2013, Boots Thailand has supported Baan Gerda, a home for more than 53 children who are HIV positive. Baan Gerda also provides support for an additional 32 HIV-positive children living with extended families around Thailand. Over an eight-year period, Boots Thailand employees have helped to raise 15 million Baht (\$460,000) for Baan Gerda—including 2 million Baht (\$61,000) donated in fiscal 2018.

Community health events

During fiscal 2018 Walgreens stores sponsored more than 1,400 health events and health fairs in local



Walgreens employees give back to local communities by participating in health events and health fairs.

communities. Participation in these events is an opportunity for Walgreens employees to give back and to engage with communities on healthcare issues by volunteering to provide flu clinics, diabetes screening, and information on opioid safety and drug takeback.

As an example, Walgreens sponsored four First Ladies Health Initiative health days in California, Illinois and Indiana during fiscal 2018. The First Ladies Health Initiative was launched in 2008 by African-American women church leaders in Chicago. The group provides no-cost medical screenings, educational information and personal contacts to help detect or prevent illnesses that disproportionately impact African-American and Latino communities. The annual program is designed to reach people in minority and low-income communities who are at a higher risk for certain diseases but less likely to seek medical attention.

Supporting survivors

Boots UK donated more than 10,900 wash bags to 49 Sexual Assault Referral Centres (SARCs) across the UK in fiscal 2018, the second year in its three-year initiative with UK SARCs. SARCs support victims and survivors who have been sexually assaulted by providing access to immediate and long-term support, as well as medical examinations and collecting forensic evidence.

“The financial support from Boots Thailand is vital for Baan Gerda to provide the children with healthcare, food, education fees and accommodation. The support from Boots Thailand employees encouraged the children to fight the illness and improve their confidence to grow up and become active members of society.”

—Baan Gerda representative, Kwanjai Sarnsawang





Boots Ireland stores distributed green ribbons as part of a campaign to reduce stigma around mental health.

Mental health

Boots Ireland participated for a second year with See Change, an alliance of more than 100 organizations working together through the National Stigma Reduction Partnership to bring about positive change in attitudes toward people experiencing mental health difficulties. Stores participated in See Change's month-long Green Ribbon campaign, making available to customers more than 45,000 green ribbons, to help promote conversations and break down the stigma around mental health. Boots Ireland won the Excellence in the Workplace category at the Chambers Ireland 2018 CSR Awards for this partnership.

Helping to reduce senior falls

In recent years Walgreens has collaborated with the U.S. Centers for Disease Control and Prevention (CDC) and the National Safety Council (NSC) to help reduce senior falls. According to the CDC, falls are the leading cause of serious and even fatal injuries among adults age 65 and older.

For the second consecutive year, during fiscal 2018, Walgreens partnered with the CDC and the NSC to hold two senior days focused on providing prevention tips and advice for customers, including information for seniors to understand how their medications could impact their risk of falling.

More than 110,000 senior customers spoke with pharmacists on fall prevention awareness during these senior days, receiving a brochure produced by Walgreens and the CDC. More than 50 percent of Walgreens stores across the U.S. participated in these events.

To further its commitment to reducing customer falls, Boots UK is supporting a shared research study coordinated by the Health and Safety Executive and the University of Portsmouth through funding and contributing data, and by participating in a steering committee. The study aims to identify features of escalator design and operation that can enhance the safety of users, particularly senior citizens.

Flu vouchers

Walgreens continues to collaborate with the U.S. Department of Health and Human Services on a flu shot voucher program aimed at uninsured and underinsured people in the U.S. and Puerto Rico. Customers redeemed more than 120,000 vouchers during fiscal 2018, bringing the accumulated total to more than 1.5 million vouchers redeemed over eight years. Based on a study of the program by the Walgreens Health Analytics Research and Reporting team, it is estimated that 16 deaths and nearly 25,000 influenza cases were prevented through the flu shot voucher donations program over two flu seasons, 2015-2016, and 2016-2017.

Smoking cessation

Walgreens continued to review the issue of tobacco sales during fiscal 2018. Tobacco products were removed from 17 Walgreens stores in Gainesville, Florida as part of a pilot program featuring new approaches to pricing, promotions and product selection.

We firmly believe that the most effective step we can take to help smokers quit is to support their behavior change efforts. Walgreens is committed to offering consumers alternatives and a growing set of solutions to help them quit smoking. Outside of North America, our retail pharmacies across the world do not sell tobacco products.

Walgreens smoking cessation efforts include a digital platform with stop smoking answers and more than 24,000 trained pharmacists in pharmacies and on a 24/7 online chat who can support patients and provide information on smoking cessation products.

Since its inception in October 2015 and as of August 31, 2018, more than 200,000 people have accessed the Walgreens quit smoking page, with around 11,000 clicking through to additional support to learn more and talk with a doctor.

Cancer Programs

GRI Disclosures 103-2, 103-3, 203-1, 413-1

Walgreens Boots Alliance focuses its efforts to support cancer programs around three priorities: working with organizations that advance research, expanding prevention programs and assisting people living with cancer, their loved ones and caregivers. This comprehensive three-pronged approach allows Walgreens Boots Alliance to build on long-term partnerships to maximize our impact.

We recognize our size and scale as an employer of more than 110,000 healthcare providers uniquely positions us to better understand cancer and serve as a resource to people affected by it. We are committed to building lasting partnerships with cancer organizations and deepening our relationships with existing partners. We continue to support the important work of fundraising through our partnerships, and we expand our impact by increasing access to education, training and patient support. Our partner organizations amplify their voices through our pharmacy locations, a common touchpoint for people with cancer, while our employees provide specialized care to cancer patients, their family members and caregivers.

Specialized training for pharmacists

Walgreens Boots Alliance has partnered with experts around the world to ensure we are a resource for individuals affected by cancer. Our pharmacy

specialists are able to provide expert support to customers as they are often the last healthcare provider that patients interact with before taking medication. Walgreens Boots Alliance aims to provide information and support across our locations, which are familiar to, accessible to and trusted by, patients.

Walgreens Boots Alliance offers training to our healthcare providers to help ensure they understand cancer on a level that allows them to connect with those affected and serve as a resource for patients. Through this training we have expanded our cancer care beyond the physical wellbeing of patients to also address the significant emotional impacts of cancer. We partner with leading cancer organizations such as Macmillan Cancer Support in the UK, the Irish Cancer Society in Ireland and The Leukemia & Lymphoma Society (LLS) in the U.S., to help educate our healthcare providers and offer them tools to assist with medication and direct treatment, as well as the visible symptoms that can result from having cancer or from the treatment of cancer.

Our company has become a bridge connecting cancer organizations in Europe and the United States, helping them to share best practices in developing training programs for pharmacists.



Pharmacists at Walgreens LLS-certified blood cancer pharmacies are a resource for patients.

Supporting customers with Macmillan Cancer Support

In the ninth year of the partnership between Boots UK and Macmillan Cancer Support, the organizations continued to work together to provide expertise, information and support to those living with or affected by cancer.

As of August 31, 2018, more than 800 Boots Macmillan Beauty Advisors (BMBAs) and more than 2,000 Boots Macmillan Information Pharmacists (BMIPs) working for Boots UK had completed specialized training to provide support in-store for people on how to help manage the effects of cancer and its treatments. During fiscal 2018 Macmillan offered a refresher course for BMIPs and developed a new interactive learning video for Boots employees on how to effectively speak to people living with cancer.

In July 2018 Boots UK measured the reach and impact of the BMIP and BMBA roles through a survey of stores. Quantitative data based on averages indicated that BMIPs have had more than 92,000 conversations with people living with or affected by cancer, and BMBAs have delivered more than 44,500 beauty consultations helping people to cope with the visible signs of living with cancer.

Since the start of the partnership, £16.6 million (\$25.1 million) has been raised to fund the life-changing work of Macmillan Cancer Support thanks to the support of employees and customers.

In fiscal 2018 Walgreens stores began the process of rolling out a similar program to the BMBAs, called Feel More Like You. We look forward to sharing updates on this program in our 2019 report.



Walgreens teams and stores support The Leukemia & Lymphoma Society (LLS) through fundraising and attending Light The Night events.

Supporting blood cancer patients with The Leukemia & Lymphoma Society (LLS)

Walgreens and LLS have partnered since 2016 to address the critical medical need represented by blood cancers, through dedicated patient support services and pharmacist education. Walgreens pharmacies implement LLS training—to learn to better help patients manage side effects, to provide adherence tips and to share guidance on potential interaction with other medications—and become LLS-certified blood cancer pharmacies. The collaboration allows Walgreens to keep pharmacy training up-to-date and reflective of the newest clinical information available, maintaining our pharmacies as a reliable resource in the community.

As of August 31, 2018, 61 Walgreens pharmacies had completed the training and were certified.

More than 6,800 Walgreens stores participated in fundraising efforts in support of LLS during fiscal 2018, and Walgreens teams attended 97 Light The Night Walks, together raising more than \$2.7 million. All money raised through Light The Night funds LLS's lifesaving research initiatives and support services for blood cancer patients in communities across the country.



Leaders from the European Organisation for Research and Treatment of Cancer (EORTC) and Walgreens Boots Alliance celebrate the new phase of our partnership.

Advancing research with the European Organisation for Research and Treatment of Cancer (EORTC)

Walgreens Boots Alliance and the EORTC have agreed to a five-year extension of their partnership. During the first phase of the partnership, Walgreens Boots Alliance's employee-led fundraising initiatives surpassed the €5 million goal to support the EORTC in the creation of the first pan-European cancer research infrastructure, SPECTA (Screening Patients for Efficient Clinical Trial Access) for colorectal cancer. Today, SPECTA is recognized as one of the leading infrastructures for clinical cancer research in Europe and has served as a platform for research in rare solid cancers in adults supported by the European Union and member states.

In the second phase of the partnership, Walgreens Boots Alliance aims to support the expansion of SPECTA to other types of cancer, including breast cancer and rare childhood cancers. Walgreens Boots Alliance has committed to raise an additional €5 million by 2023 to further advance both organizations' goals of providing better treatment and quality of life for people with cancer.

Sponsoring Daffodil Day with the Irish Cancer Society

Since the partnership with the Irish Cancer Society began in 2012, Boots Ireland employees have raised over €1.4 million (\$1.7 million) to support Night Nursing Service. This service provides up to 10 free nights of end-of-life care to cancer patients, allowing them to remain at home surrounded by loved ones. In fiscal 2018 Boots Ireland extended its support for the Irish Cancer Society by

becoming the main sponsor of Daffodil Day, the society's biggest fundraising event, which accounts for one fifth of its annual income. All 86 Boots stores in Ireland took part in fundraising activities, from the sale of Daffodil Day pins in stores to employee-supported bake sales and bike rides. The Boots Ireland sponsored event raised around €75,000 (\$89,000) in fiscal 2018, equating to 213 nights of night nursing for patients.

Boots Ireland also continued to partner with the Irish Cancer Society by providing cancer support resources in its stores. More than 150 Boots Irish Cancer Society Information Pharmacists and more than 150 Boots Cancer Beauty Advisors are trained and available to provide specialized advice on medication, makeup and skincare for customers and patients.

“Thanks to our alliance with Farmacias Benavides, we have supported 130 women with reconstructive breast surgeries and 790 women with external breast prostheses.”

—Dr. Rina Gitler, director and founder of Fundación Alma



The Rosa Fuerte road race is one way Farmacias Benavides supports Mexico's Fundación Alma.

Rosa Fuerte and Fundación Alma

For the fifth consecutive year our Mexican retail pharmacy business Farmacias Benavides held the Rosa Fuerte road race to raise donations in support of Fundación Alma, an organization that supports women who suffer or have suffered from breast cancer. The foundation provides funding for uninsured or underinsured women who need reconstructive surgery, prosthetics, psychological assistance or other aid. Between the race and a campaign for donations in stores, Farmacias Benavides raised close to \$1.45m pesos (\$76,000) for Fundación Alma during fiscal 2018.

Touring with the Skin Cancer Foundation (SCF)

During fiscal 2018 Walgreens expanded its partnership with the SCF. More Walgreens products received the Foundation's Seal of Recommendation, which was also included on in-store displays showing sunscreen recommendations throughout June, when sunscreen sales are a focus. Walgreens also supported the SCF's Destination: Healthy Skin program in 2018 by participating in a tour to provide free skin cancer screenings at 42 events in 18 cities across the U.S.

Velodrome Challenge

In fiscal 2018, 28 employees from Alliance Healthcare UK participated in the London to Paris Velodrome Challenge, an athletic fundraiser. Employees cycled 705 kilometers (438 miles) on a track, totaling more than a round trip from London to Paris, to raise money for and awareness around CLIC Sargent, a charity for children with cancer.

Kilometers for Cancer

Across a number of Walgreens Boots Alliance businesses, employees participated in Kilometers for Cancer, to benefit local charities in their markets. In 2018, employees ran, walked, skied or cycled 329,796 kilometers (204,925 miles) to raise money for charities including; Aktiv mot kreft (Norway), Macmillan Cancer Support (UK), National Cancer Institute Foundation (Thailand), Fundación Arturo López Pérez (Chile), Fundación Alma (Mexico), as well as the EORTC.



Boots Thailand employees participated in Kilometers for Cancer.

Supporting Young People

GRI Disclosures 103-2, 103-3, 203-1, 413-1

Through charitable partnerships at its businesses around the world, Walgreens Boots Alliance works to achieve its CSR goals of enabling young people to reach their potential and supporting the health and wellbeing of communities. In the U.S., Walgreens focuses on four charitable partnerships grouped under the Every One Counts brand cause strategy. In the UK, one of Boots UK's and Boots Opticians' main charitable causes is BBC Children in Need.

Red Nose Day, Get a Shot. Give a Shot., Vitamin Angels and ME to WE are the four ongoing initiatives under the Walgreens Every One Counts umbrella. Walgreens is committed to long-term collaboration with its brand cause partners to maximize the impact. Through ongoing support, Walgreens has helped to improve the health and wellbeing of millions of children.

All four Walgreens charitable initiatives are designed to generate enthusiasm

and create shared value. Through these campaigns, Walgreens differentiates its commercial offer, generates customer loyalty, energizes employees and supports vital healthcare and educational programs.

Red Nose Day

Red Nose Day in the USA is an annual event aimed at ending child poverty by raising money for and awareness of children in need. Walgreens is the exclusive retailer for the campaign's

red nose. Walgreens encourages its customers, employees and suppliers to buy red noses, or donate in-store to the nationwide U.S. effort.

During fiscal 2018 Walgreens raised more than \$25 million for Red Nose Day, through sales of red noses and related merchandise, supplier contributions, cash register donations and employee fundraising. Since 2015 Walgreens has sold close to 40 million red noses and raised more than \$71 million.

Walgreens stores engage in friendly competition to sell the most red noses, to raise funds for organizations that provide services to children in need.



"In just four years, with the support of our outstanding partner Walgreens, Red Nose Day has become an exceptionally fast-growing charity in America. Tens of millions of Americans have joined Red Nose Day, allowing us to make a difference for over 16 million children, here at home and around the world."

—Janet Scardino, CEO Comic Relief USA

The funds raised through Red Nose Day, which are managed by the nonprofit Comic Relief USA, are distributed via grants to organizations that provide vital aid and services both domestically and internationally to children in need such as Boys & Girls Clubs of America, Children's Health Fund, Covenant House, Feeding America, The Global Fund, UnidosUS and others.

Red Nose Day generates excitement across the Walgreens workforce by encouraging thousands of employees at stores, distribution centers and the support office to make an impact. Walgreens stores engage in friendly competition to sell the most red noses, raise the most dollars and share the best team spirit. Employees use social media to share red nose selfies and communicate about coming together to end child poverty.

Get a Shot. Give a Shot.

The Walgreens Get a Shot. Give a Shot. program, a partnership with the UN Foundation's Shot@Life, continued to grow in its fifth year in fiscal 2018. As of August 2018, Get a Shot. Give a Shot. has helped to provide more than 34 million lifesaving polio and measles vaccines to children around the world.

For every immunization administered at a Walgreens, Healthcare Clinic or Duane Reade pharmacy, Walgreens donates the value of a vaccine for a child in a developing country through the UN Foundation.



Vitamin Angels provides life-changing vitamins and minerals in Guatemala and dozens of other countries.

Walgreens support during fiscal 2018 helped to provide measles vaccines to children in Sudan and polio vaccines to children in the Democratic Republic of Congo, two nations that have suffered from conflict and instability, resulting in low vaccination rates.

Vitamin Angels

Through its partnership with Vitamin Angels, as of August 31, 2018, Walgreens has helped to provide 160 million children and women in at-risk populations in more than 74 countries, including the U.S., with life-changing vitamins and minerals to combat malnutrition.

Walgreens donates 1 percent of sales of participating vitamin products to Vitamin Angels, and the organization generates engagement around the program by encouraging Walgreens employees to send messages to children.

Through the Vitamin Angels Message in a Bottle engagement program, more than 34,000 Walgreens employees have sent hand-written, personalized cards with supportive messages to children in seven countries who received vitamins.

In October 2017, Kimberly Walz of Walgreens government relations visited a drinking well and other WE programs supported by ME to WE product sales at Walgreens. “It’s not very often that you can say the company you work for saves lives. But after my experience in the Maasai Mara region of Kenya with the WE organization, I truly know that everything Walgreens does is saving lives around the world,” Walz said after the visit.

WE Charity and ME to WE

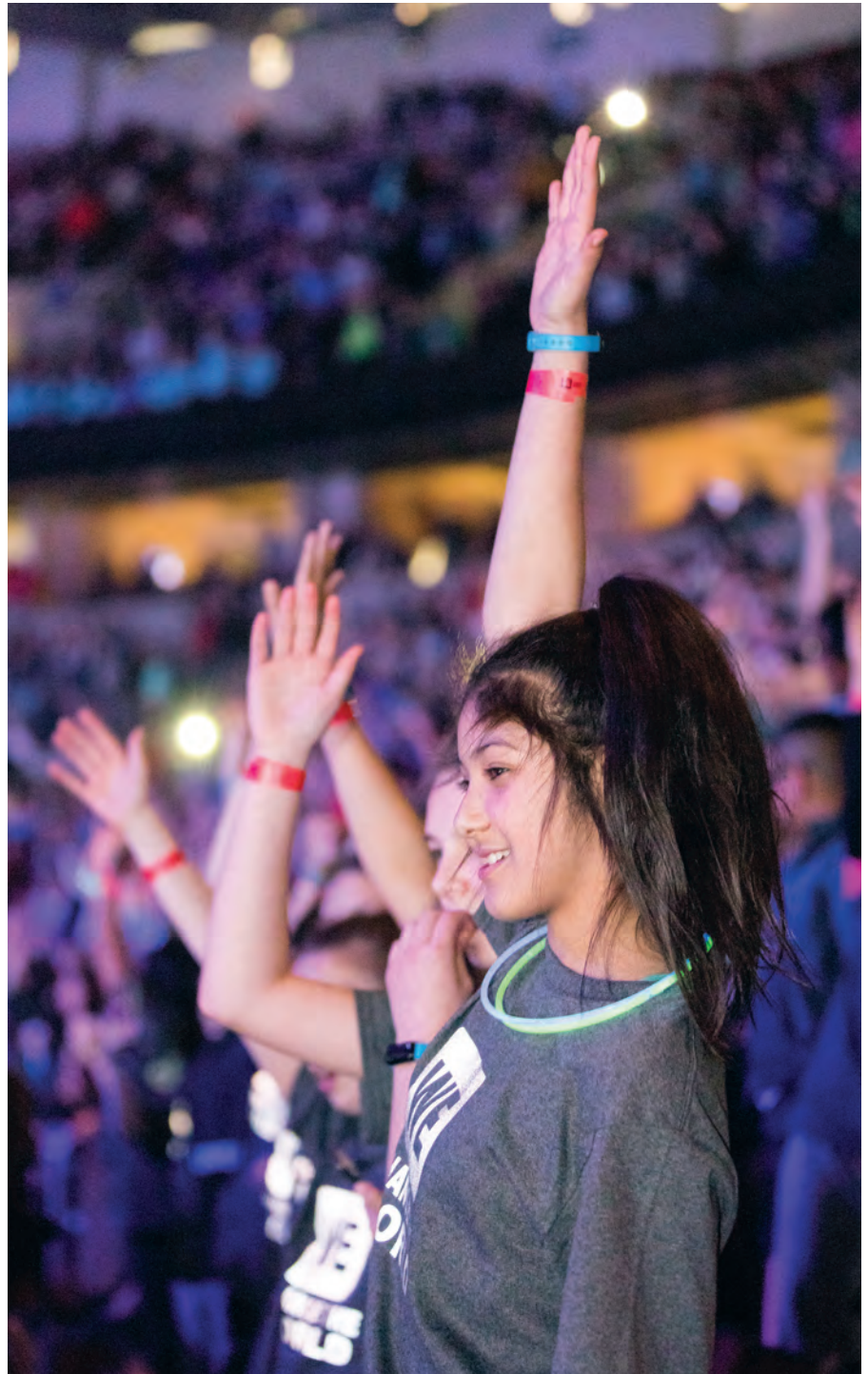
Walgreens supports international organization WE Charity, which works with communities to help them lift themselves out of poverty. Walgreens supports a number of WE programs including ME to WE, which involves sales of products to raise money for healthcare, healthy food, education and water projects, as well as WE Day celebrations to inspire youth in the U.S. and the UK to make a difference in their communities.

Walgreens stores sold more than 1.6 million ME to WE products, such as rafiki bracelets and back-to-school items in fiscal 2018, generating some \$741,103 in donations to support WE programs. Each product carries a unique code that customers can use to track their impact by reading online a personal story about a life that has been changed by WE programs.

Since 2014, WE Day celebrations sponsored by Walgreens have reached more than 800,000 young people seeking to make a difference in their communities and Walgreens has helped to empower more than 4.9 million students through WE Schools service learning programs.

Boots UK has also partnered with WE since 2016. More details on WE programs in the UK are included on page 66 of this report.

WE Day Seattle was one of a number of celebrations sponsored by Walgreens, for youth who want to make a difference in their communities.





Boots UK and Boots Opticians employees and customers participated in Go bright challenges, putting on bold clothing and makeup to generate donations to BBC Children in Need.

BBC Children in Need

Boots UK has proudly supported BBC Children in Need for 14 years. BBC Children in Need is the BBC's corporate charity that exists to change the lives of disadvantaged children and young people in the UK. BBC Children in Need provides grants to projects in the UK that focus on children and young people who face a range of disadvantages such as poverty, neglect, trauma, abuse or disabilities and supports over 2,700 projects across the UK.

From the efforts and generosity of employees and customers, Boots UK and Boots Opticians raised approximately £1.6 million (\$2.1 million) during the November 2017 campaign, bringing the cumulative total of support to £11.5 million (\$18.6 million). It was the first time Boots UK and Boots Opticians

supported an integrated campaign across the two businesses for BBC Children in Need. The Boots UK call center, with 200 telephone lines, was the largest call center supporting the appeal.

During the campaign for BBC Children in Need, Boots UK and Boots Opticians challenged employees and customers to participate in Go bright fundraising challenges—showcasing bright and bold clothing, hair and make-up. Some 100 Boots stores hosted pop-up beauty parlors where customers were invited to have a colorful makeover with No7 products, in exchange for a suggested donation.

Boots Opticians and literacy

Boots Opticians continued to support and promote literacy and vision health in the UK during fiscal 2018, in its third and final year of partnership with the National Literacy Trust. Boots Opticians distributed its free children's eye health book, *Zoe Zookeeper*, which teachers, parents and caregivers used to carry out a basic visual acuity check for children in the UK. More than 500,000 free copies of the book have been distributed to children and schools, contributing to Boots Opticians and the National Literacy Trust winning a Charity Partnership Award.

During the partnership, Boots Opticians has raised more than £380,000 (\$498,000) through employee and customer fundraising, to support the National Literacy Trust's work in raising literacy levels for children and young people living in disadvantaged communities.

Our Impact: Supporting young people with disabilities in the UK

Louis' story

Fundraising and volunteering by Boots UK employees has helped numerous young people with disabilities. One example is Louis, a boy whose life has been changed by an assistance dog provided by an organization that benefits from these efforts. For 14 years, Boots UK teams have supported BBC Children in Need through a major annual campaign. The BBC Children in Need charity distributes funds from the campaign through grants to a number of organizations that work with children in the UK.

Among those organizations is Support Dogs, a Sheffield-based organization that provides dogs to assist people with disabilities, epilepsy and autism. The assistance dogs provide safety for a child and also facilitate independence and improved wellbeing, confidence and resilience. Funding from a BBC Children in Need grant covers the salary of a Support Dogs instructor and associated costs.

Louis' mother, Kelly, said their support dog has made an enormous difference in his life.

"At 3 years of age, Louis was diagnosed with autism and global development delay and, although we were expecting the diagnosis, it was devastating. Deep down, I wanted someone to tell me it was wrong! Louis' condition affects his balance and coordination and he falls over a lot, so we'd often have to put him in a wheelchair," she explained.

"He has no awareness of danger—he'd walk in front of a car. And his speech is limited. I started looking for any interventions that might be able to help Louis, and through my research I found out about Support Dogs," she added.

"When we got Iggy—a Labrador cross retriever—he and Louis bonded instantly. Louis hasn't used his wheelchair since, because Iggy makes him feel safe. He has a 'rein' that attaches to Iggy's 'jacket' so it supports him when he walks, and he can put his hand on Iggy's back to help with his balance," she said.

"More than a year ago, Louis couldn't walk long distances, but we went to a car festival recently and we have so many photos of him, laughing, walking and dancing all day. If it weren't for Iggy, we wouldn't even have gone. Iggy is Louis' best friend—and my hero!"



Louis and his support dog, Iggy. Boots UK fundraising efforts for BBC Children in Need have helped numerous young people with disabilities.

Corporate Giving

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

How the Company contributes (\$million)

	Fiscal 2018 ¹	Fiscal 2017	Year-on-year change (%)
Cash			
Charitable	17.8	16.7	+6.6
Other	2.3	1.8	+27.8
	20.1	18.5	+8.6
Non-cash			
Employee time	4.8	4.4	+9.1
In kind	7.7	9.6	-19.8
Management costs	1.1	1.4	-21.4
	13.6	15.4	-11.7
Total	33.7	33.9	-0.6

Community investment is critical to Walgreens Boots Alliance's business as it helps build trust and supports corporate reputation in the local communities where the Company is proud to operate. Walgreens Boots Alliance makes direct cash and non-cash donations to local, national and international charities mainly focused on health, social welfare and education issues.

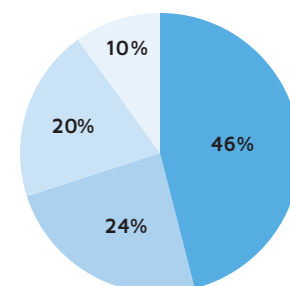
There are strong processes across the Company to thoughtfully manage community investments, with an aim to maximize impact. Walgreens, for example, uses a community investment management system that aims to ensure best practices, transparency, alignment with business units, compliance and consistent reporting across the organization.

In fiscal 2018 the Company's direct contributions totaled \$33.7 million, which does not include donations raised in employee, customer and supplier fundraisers such as Red Nose Day and BBC Children in Need. The Retail Pharmacy USA Division made \$25.7 million in contributions, the Retail Pharmacy International Division made \$7.2 million and the Pharmaceutical Wholesale Division made \$800,000.

The table above shows our cash and non-cash giving in fiscal 2018 compared with fiscal 2017.

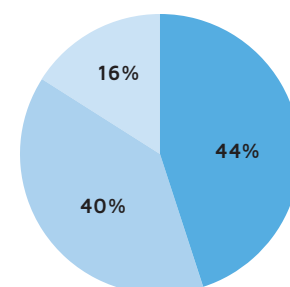
Areas impacted by the Company's fiscal 2018 contributions¹

HEALTH
SOCIAL WELFARE
EDUCATION
OTHER



The types of organizations the Company contributed to in fiscal 2018¹

LOCAL
NATIONAL
INTERNATIONAL



¹Fiscal 2018 data within Deloitte & Touche LLP's review scope as detailed on pages 90-91.

Environment

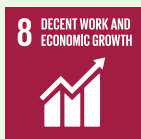
GRI Disclosures 103-2, 103-3

Due to energy consumption and waste generation by our stores, distribution centers, employees and fleets, Walgreens Boots Alliance has a significant impact on the environment. However, our size also provides us with the ability to drive large-scale initiatives to reduce that impact.

Walgreens Boots Alliance is committed to ensuring that due consideration is given to the impact our operations across the Company have on the environment. Walgreens Boots Alliance has in place a global Health, Safety and Environmental Policy that includes expectations for each business related to the environment. In addition, the Company maintains environment-related objectives that are tracked and monitored. These initiatives are communicated to each business so that their local objectives and initiatives are aligned.

Walgreens Boots Alliance collects data from across its operations and publishes total emissions and energy use data as well as waste data on an annual basis.

The Environment section outlines the progress made in fiscal 2018 toward achieving our Energy and Waste goals and about our efforts on plastics issues. Information about how we manage the environmental impacts of ingredients and our supply chains is included in the Marketplace section of the report.



Energy: To reduce our energy consumption and Scope 1 and Scope 2 emissions on a comparable basis* as defined by the Greenhouse Gas Protocol (GHGP)**

Waste: To reduce the waste we create, on a comparable basis*, and to contribute to the drive for increasingly circular economies through increased re-use and recycling

*Excludes the impact of acquisitions, disposals and any significant changes in existing operations.

**The GHGP, established by the World Resources Institute and the World Business Council on Sustainable Development, sets the global standard for how to measure, manage and report greenhouse gas emissions. Scope 1 emissions arise directly from sources owned or controlled by the Company while Scope 2 emissions are those generated by purchased electricity, heat and steam consumed by the Company. More information is available within the CSR Performance Data Basis of Preparation and Statement of GHG Emissions documents in the Corporate Responsibility area of our corporate website.



Walgreens has improved its recycling rate by implementing a zero waste to landfill program at distribution facilities.

Energy

GRI Disclosures 103-2, 103-3, 302-1, 302-2, 302-4, 305-1, 305-2, 305-3

Walgreens Boots Alliance has adopted a goal to reduce emissions to help mitigate global warming and combat the urgent threat of climate change. This goal is embedded in the Company's business strategy and allows us to manage fluctuating energy costs as well as reduce environmental impact.

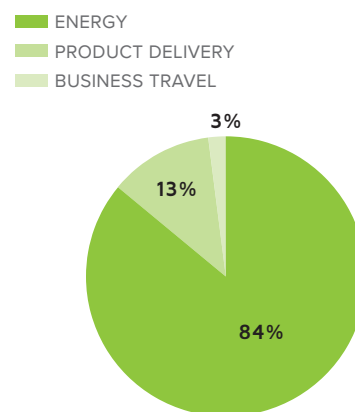
The Company's emissions reduction strategy includes the implementation of large-scale initiatives, such as a global process to measure and monitor Scope 1, Scope 2 and some Scope 3 emissions.

The strategy involves investment in energy and fuel efficiency programs in office buildings, distribution centers, stores and transportation fleets.

Walgreens Boots Alliance reduced its carbon footprint in fiscal 2018 compared with the previous year, primarily due to a change in the U.S. Environmental Protection Agency (EPA) published conversion factors and to lower electricity consumption at Walgreens related to energy efficiency initiatives.

Our total carbon footprint in fiscal 2018 was 2,129,000 metric tonnes of CO₂e (carbon dioxide equivalent), down 9.6 percent from fiscal 2017. The reduction since our baseline year, fiscal 2016, is 15.3 percent.

Fiscal 2018 Company CO₂e emissions, by source¹



Total Company CO₂e emissions, by source (000 metric tonnes)

	Fiscal 2018 ¹	Fiscal 2017 ²	Fiscal 2016 ²	Change vs. baseline year fiscal 2016 (%)
Energy	1,800	2,011	2,142	-16.0
Product Delivery	273	284	314	-13.1
Business Travel	56	59	57	-1.8
	2,129	2,354	2,513	-15.3

Total Company CO₂e emissions, by Division (000 metric tonnes)

	Fiscal 2018 ¹	Fiscal 2017 ²	Fiscal 2016 ²	Change vs. baseline year fiscal 2016 (%)
Retail Pharmacy USA	1,731	1,914	2,019	-14.3
Retail Pharmacy International	234	273	310	-24.5
Pharmaceutical Wholesale	164	167	184	-10.9
	2,129	2,354	2,513	-15.3

Total Company CO₂e emissions, by Scopes 1, 2 and 3² (000 metric tonnes)

	Fiscal 2018 ¹	Fiscal 2017 ²	Year-on-year change (%)
Scope 1 ³	370	368	+0.5
Scope 2 ⁴	1,639	1,863	-12.0
Scope 3 ⁵	120	123	-2.4
	2,129	2,354	-9.6

¹ Fiscal 2018 data within Deloitte & Touche LLP's review scope as detailed on pages 90-91.

² We previously reported CO₂e amounts that totaled 2,341,000 metric tonnes for fiscal 2017 and 2,504,000 metric tonnes for fiscal 2016. The relevant figures have been restated to reflect changes in measurement methodologies to include backhaul data for product delivery and more accurate data for business travel.

³ Scope 1 emissions are those generated directly from sources owned or controlled by the Company. The figures reported include CO₂e emissions resulting from heat and electricity produced by our on-site Combined Heat & Power plant in Beeston, Nottingham, UK except for the portion that is sold to third parties or to the grid, which was 31,000 metric tonnes in fiscal 2018 and 19,000 metric tonnes in fiscal 2017.

⁴ Scope 2 emissions are those generated by purchased electricity, heat and steam consumed by the Company. Scope 2 emissions calculated using a market-based method were 1,558,000 metric tonnes in fiscal 2018 and 1,764,000 metric tonnes in fiscal 2017.

⁵ Scope 3 indirect emissions are those that are a consequence of Company activities, but occur from sources not owned or controlled by the Company. Walgreens Boots Alliance currently reports on business travel and downstream transportation and distribution Scope 3 emissions.

To reduce energy consumption, the Company forecasts and manages energy use across its real estate and fleets. The Company's businesses invest in energy efficient lighting, heating, ventilation and air conditioning (HVAC) units and refrigerators, engage and educate employees around energy consumption, invest in photovoltaic systems, source electricity from low-carbon generation sources, use alternative energy management programs, contract to purchase electricity generated from renewable origins in the UK and the Republic of Ireland and interact with utilities toward programmed demand-response curtailment of energy use.

Each business within Walgreens Boots Alliance sets energy use reduction goals and maintains a record of performance against its targets. Walgreens, our largest business, has committed to reduce energy use 20 percent by 2020 across 100 million square feet of real estate in the U.S., compared with consumption data from fiscal 2011. This commitment was made through Walgreens partnership in the U.S. Department of Energy's (DOE) Better Buildings Challenge. As of August 31, 2017, Walgreens had accomplished a reduction of 13 percent, equivalent to a 65 percent completion of the goal. More recent data were not available at the time of publication of this report.

Our CSR Performance Data Basis of Preparation, our Statement of GHG Emissions and our CDP Climate Change



Upgraded lighting in Farmacias Ahumada stores in Chile was among energy efficiency projects at Walgreens Boots Alliance in fiscal 2018.

Questionnaire discuss the management and measurement of our Scope 1 and Scope 2 emissions and the ways we are working to understand our indirect emissions. Walgreens Boots Alliance recognizes that the majority of our climate impacts likely occur in the value chain, which is quantified by measuring Scope 3 emissions. We currently calculate and report two out of 15 Scope 3 categories, and we are committed to analyzing and identifying the risks and opportunities associated with value chain emissions in the future.

Energy use reduction initiatives and investments

Walgreens Boots Alliance's businesses have made significant investments in energy efficient equipment to drive a reduction in energy use and emissions from energy use. These investments are key to reducing our carbon footprint, as electricity accounts for most of our emissions. In fiscal 2018 electricity represented 92.3 percent of the Walgreens Boots Alliance carbon footprint from energy, reflecting use of electricity to power our retail stores and warehouses. Natural gas accounted for around 6.8 percent, primarily for heating buildings.

Energy efficiency upgrades in approximately 2,500 Walgreens stores during fiscal 2018 are expected to help drive lower emissions.

During fiscal 2018 Walgreens invested more than \$115 million in energy efficiency programs, including projects in approximately 2,500 stores. These upgrades included replacing HVAC units and converting to LED exterior and interior lighting.

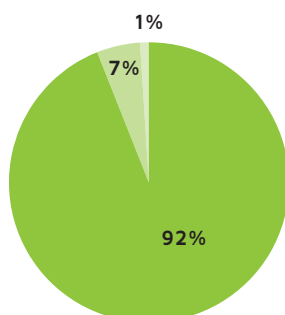
In Boots UK £14.4 million (\$19.4 million) was invested during fiscal 2018.

During fiscal 2018 a chiller doors initiative was successfully piloted at Boots UK stores to gauge customer acceptance. As of August 31, 2018 Boots UK had installed doors on refrigerated cabinets containing self-service food products in more than 160 stores, with an EnergyCare message to support a positive response.

Our retail pharmacy chains in Latin America also completed a number of energy efficiency installations during the fiscal year. In Chile, Farmacias Ahumada upgraded lighting with LED fixtures in 100 stores, and replaced or installed 49 HVAC units. In Mexico, Farmacias Benavides upgraded/replaced air conditioning or refrigeration equipment in 119 stores.

Fiscal 2018 CO₂e emissions from energy, by type¹

■ ELECTRICITY
■ GAS
■ OTHER



Energy use, by Division (GWh)

	Fiscal 2018 ¹	Fiscal 2017	Fiscal 2016	Change vs. baseline year fiscal 2016 (%)
Retail Pharmacy USA	3,748	3,754	3,860	-2.9
Retail Pharmacy International	577	635	656	-12.0
Pharmaceutical Wholesale	173	180	170	+1.8
	4,498	4,569	4,686	-4.0

CO₂e emissions from energy, by Division (000 metric tonnes)

	Fiscal 2018 ¹	Fiscal 2017	Fiscal 2016	Change vs. baseline year fiscal 2016 (%)
Retail Pharmacy USA	1,580	1,755	1,857	-14.9
Retail Pharmacy International	178	213	242	-26.4
Pharmaceutical Wholesale	42	43	43	-2.3
	1,800	2,011	2,142	-16.0

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

	Fiscal 2018 ¹	Fiscal 2017	Fiscal 2016	Change vs. baseline year fiscal 2016 (%)
Electricity	1,662	1,889	2,022	-17.8
Gas	122	103	102	+19.6
Other	16	19	18	-11.1
	1,800	2,011	2,142	-16.0

¹Fiscal 2018 data within Deloitte & Touche LLP's review scope as detailed on pages 90-91.

APPROXIMATELY

400



ELECTRIC VEHICLE
CHARGING STATIONS
IN OPERATION
AT WALGREENS

Engaging employees, customers and suppliers on energy reduction

Walgreens Boots Alliance's innovative EnergyCare program continued in fiscal 2018. The program, implemented six years earlier in Boots UK, is designed to educate employees about energy waste and encourage an energy conscious culture. The program helps reduce emissions by encouraging energy targets, investing in and deploying energy efficient technology and proactive energy supply management, and developing renewable energy standards.

The program has helped to reduce energy consumption at Boots UK stores and at its support office in Nottingham.

The EnergyCare program includes events and installations such as bicycle generators, to raise awareness about energy reduction.

Walgreens was recognized in April 2018 by the DOE's Advanced Rooftop Unit (RTU) Campaign for its leadership in installing energy efficient heating and air conditioning equipment. Walgreens received a participant award for "Highest number of high-efficiency RTU installations and advanced RTU control retrofits." Walgreens replaced 3,988 RTUs with high-efficiency units, resulting in over 35.7 million kWh annual savings.



Walgreens Boots Alliance is also beginning to work with suppliers on the issue of reducing energy consumption and emissions. Walgreens Boots Alliance Asia Sourcing Limited, our global sourcing office in Hong Kong, engaged suppliers around environmental risk management in

a pilot project during fiscal 2017 and fiscal 2018. Five suppliers were enrolled in a program and received advice on improving their energy use, water use and waste management. All factories in the program significantly reduced energy and water usage per production unit over a year-long period.





Alliance Healthcare France piloted electric vehicles in fiscal 2018.

Product delivery and business travel

Our emissions from product delivery decreased by 3.9 percent in fiscal 2018 compared with the previous year due to improved fleet fuel efficiency in our Retail Pharmacy USA Division, route changes and efficiencies that drove emissions down in the Retail Pharmacy International Division and a decrease in delivery volumes in the Pharmaceutical Wholesale Division. Our emissions from product delivery decreased 13.1 percent in fiscal 2018 compared with our baseline year, fiscal 2016.

Walgreens operates its own fleet of more than 900 private trucks and has participated since 2005 in the U.S. Environmental Protection Agency's SmartWay Program, which helps measure fuel efficiency in the fleet and understand the supply chain's total impact on the environment. The Walgreens fleet improved fuel efficiency by 19 CO₂ grams per thousand cubic foot-miles (3.9 percent) in calendar 2017 compared with calendar 2016, according to the SmartWay Program. More recent data were not available in time for this report.

Alliance Healthcare, our pharmaceutical wholesale business in the UK, has achieved fuel savings by using Lightfoot systems on its fleet. Lightfoot's in-cab technology system and rewards platform encourages drivers to adopt a smoother driving style helping to reduce risk, increase fuel efficiency and lower harmful emissions.

A number of our businesses are conducting trials with electric vehicles. Alliance Healthcare France, our pharmaceutical wholesale business in

CO₂e emissions from product delivery, by Division

(000 metric tonnes)

	Fiscal 2018 ¹	Fiscal 2017 ²	Fiscal 2016 ²	Change vs. baseline year fiscal 2016 (%)
Retail Pharmacy USA	125	133	136	-8.1
Retail Pharmacy International	38	41	51	-25.5
Pharmaceutical Wholesale	110	110	127	-13.4
	273	284	314	-13.1

CO₂e emissions from business travel, by type

(000 metric tonnes)

	Fiscal 2018 ¹	Fiscal 2017 ³	Fiscal 2016	Change vs. baseline year fiscal 2016 (%)
Road	25	29	31	-19.4
Air	30	29	25	+20.0
Rail	1	1	1	0.0
	56	59	57	-1.8

Business travel—air (by length of haul)

(000 km)

	Fiscal 2018 ¹	Fiscal 2017 ⁴	Fiscal 2016	Change vs. baseline year fiscal 2016 (%)
Short haul	83,836	76,462	66,795	+25.5
Long haul	30,517	30,169	24,397	+25.1
	114,353	106,631	91,192	+25.4

CO₂e emissions from business travel, per 1,000 employees, by Division and for the Company

(metric tonnes)

	Fiscal 2018 ¹	Fiscal 2017 ⁵	Fiscal 2016	Change vs. baseline year fiscal 2016 (%)
Retail Pharmacy USA	106	118	108	-1.9
Retail Pharmacy International	223	213	186	+19.9
Pharmaceutical Wholesale	448	503	529	-15.3
Walgreens Boots Alliance	160	171	157	+1.9

¹Fiscal 2018 data within Deloitte & Touche LLP's review scope as detailed on pages 90-91.

²We previously reported amounts that totaled 272,000 metric tonnes for fiscal 2017 and 305,000 metric tonnes for fiscal 2016. The relevant figures have been restated to reflect changes in measurement methodologies to include backhaul data for product delivery.

³We previously reported amounts that totaled 58,000 metric tonnes for fiscal 2017. The relevant figures have been restated to reflect more accurate data for business travel.

⁴We previously reported amounts that totaled 106,128,000 km for fiscal 2017. The relevant figures have been restated to reflect more accurate data for business travel.

⁵We previously reported 166 metric tonnes per 1,000 employees for fiscal 2017. The relevant figures have been restated to reflect more accurate data for business travel.

France, conducted a test of alternative transportation solutions, anticipating plans in a number of French cities to restrict access to diesel vehicles. The business has opted to transition its delivery fleet to electric vehicles and in fiscal 2018 purchased 12 electric vehicles for a pilot in several cities. In addition, the business has purchased three electric cars for the Gennevilliers office

to promote sustainable car sharing among employees. Boots UK trialed electric vans during fiscal 2018 for medication delivery.

Our CO₂e emissions from business travel fell 5.1 percent in fiscal 2018 compared with the previous year due to reduced road travel and fuel efficiency improvements in our corporate vehicles. Compared with baseline year fiscal 2016, our emissions from business travel in fiscal 2018 decreased 1.8 percent.

Walgreens Boots Alliance Asia Sourcing Limited received the Office and Eco-Healthy workplace award from the World Green Organisation, a Hong Kong-based independent non-governmental conservation organization, in November 2017. The award is a recognition of the office's environmental efforts in promoting sustainable development, green office culture and a healthy working environment.



Renewables

Walgreens Boots Alliance businesses generated close to 17,000 mWh of electricity through solar panels during fiscal 2018, mostly from solar installations on 240 stores and distribution centers in the U.S. Walgreens is the third ranked U.S. corporation for number of solar installations, according to the Solar Energy Industries Association's 2018 Solar Means Business report, and is ranked No. 17 for installed capacity.

A number of our businesses in the UK and Republic of Ireland—including Boots UK, Boots Opticians, Alloga UK, Alliance Healthcare in the UK and Boots Ireland—have contracts to purchase electricity generated from renewable origins. With few exceptions, the electricity that these businesses purchase directly through the utility grid is certified as renewable. Our businesses in Norway are certified for purchasing 100 percent renewable energy.

Refrigerants

Walgreens Boots Alliance recognizes the impact that some refrigerants have on global greenhouse gas emissions and that all stakeholders must work together to overcome technical and regulatory barriers in order to meet the goals set out by the Paris Climate Agreement.

During fiscal 2018 we made further steps in understanding our refrigerant use and estimated baselines for Total Equivalent Warming Impact from refrigeration, air conditioning and heating equipment in three of our businesses: Walgreens, Boots UK and Boots Ireland.

Taking into account the different regulatory environment and market conditions in our U.S. and European operations, we have formulated strategies to reduce our environmental impact through the trial and introduction of new technologies. We continue to actively pursue our commitment to the Consumer Goods Forum's second refrigeration resolution—to phase down high Global Warming Potential gases by enabling all new refrigeration installations to use only natural or ultra-low refrigerants by no later than 2025.

UK Cycle to Work incentive

Our UK businesses including Boots UK, Alliance Healthcare, Boots Opticians and Alloga, participate in the UK government's Cycle to Work program, which encourages employees to bicycle to work as an environmentally friendly means of travel through incentivizing the purchase of a new bicycle. Under the benefit, employees can select a bike and equipment and spread the cost over a 12-month period. In fiscal 2018 more than 350 employees from our participating UK companies purchased a bicycle through the program.

Case Study: Beauty and sustainability in Boots UK

GRI Disclosure 417-1



New beauty displays in 2,244 Boots UK and Boots Ireland stores were designed and installed with sustainability in mind. The displays were designed and manufactured by Willson & Brown, an Array company.

Sustainable retail beauty displays at Boots UK

When Boots UK and Boots Ireland replaced self-selection beauty displays during fiscal 2018, waste and energy reduction were at the heart of the project, showing that fashion and sustainability are compatible. The new displays, installed in 2,244 existing Boots stores in UK and Ireland between January and July 2018, are

more energy efficient and their modular design is aimed at reducing waste in a number of ways. Close to 100 percent of the waste generated from the project, including the obsolete store furniture as well as packaging materials for the new fixtures, was recycled or recovered and did not go to landfill. A total of more than 3,200 metric tonnes of waste from the previous displays was diverted from landfill as a result.

Lighting in the new displays is 40 percent more energy efficient than in the previous displays, resulting in an estimated reduction of 590 metric tonnes of annual CO₂e emissions across all stores with the installations.

The displays were designed with standardized parts, reducing raw material usage and installation time. A modular design also cut waste and transportation costs. The modular components can be used to build multiple sizes of displays with different looks. This makes the new displays much more flexible than the prior displays—they can be adapted and refreshed over a number of years without the need to replace the entire unit.

Each display was transported in reusable, durable, custom-fit packaging that optimized loading space and minimized emissions from transportation.

The displays were designed to use fewer mixed materials—which are easy to separate for recycling purposes, and component parts are labeled with recycling symbols. Also, each piece of the displays is identified with a code to make ordering replacement parts easy and avoid emissions and costs involved with returning unwanted items.

Waste

GRI Disclosures 103-2, 103-3, 301-3, 306-2, 417-1

During fiscal 2018 the Company generated 670,000 metric tonnes of waste, a decrease of 1.3 percent from fiscal 2017, and an increase of 12.0 percent from fiscal 2016, our baseline year. The decrease in fiscal 2018 compared with fiscal 2017 was primarily due to the divestment of our Boots Contract Manufacturing business.

Of the waste generated in fiscal 2018, approximately 54 percent was recycled, up 1 percentage point from fiscal 2016, mainly due to the improved recycling rate at Walgreens, which makes up most of our Retail Pharmacy USA Division. The fiscal 2018 recycling rates at our Divisions were as follows: Retail Pharmacy International 77 percent, Pharmaceutical Wholesale 69 percent and Retail Pharmacy USA 52 percent.

Waste by method of disposal (000 metric tonnes)

	Fiscal 2018 ¹	Fiscal 2017 ²	Fiscal 2016 ²	Change vs. baseline year fiscal 2016 (%)
Landfill	304	315	274	+10.9
Incinerated ³	2	7	10	-80.0
Recycled ⁴	364	357	314	+15.9
	670	679	598	+12.0

Waste by Division (000 metric tonnes)

	Fiscal 2018 ¹	Fiscal 2017 ²	Fiscal 2016 ²	Change vs. baseline year fiscal 2016 (%)
Retail Pharmacy USA	597	600	516	+15.7
Retail Pharmacy International	53	59	62	-14.5
Pharmaceutical Wholesale	20	20	20	0.0
	670	679	598	+12.0

93%



**WASTE DIVERTED
FROM LANDFILL AT
WALGREENS DISTRIBUTION
FACILITIES**

¹ Fiscal 2018 data within Deloitte & Touche LLP's review scope as detailed on pages 90-91.

² We previously reported amounts that totaled 626,000 metric tonnes for fiscal 2017 and 549,000 metric tonnes for fiscal 2016. The relevant figures have been restated to reflect changes to the methodology as well as the omission of source of waste at our distribution centers.

³ Without heat recovery.

⁴ Includes materials recovered via incineration with heat recovery.



Color-coded waste bins (center left of photo) at the Walgreens distribution center in Woodlawn, California are part of the zero waste to landfill project.

Beyond 34: Our role in eradicating waste

Walgreens Boots Alliance is committed to doing its part to improve recycling rates and eradicate waste in order to promote a more circular economy, a restorative and regenerative economic model designed to eliminate waste and minimize negative impacts of products and services through system-wide innovation.

In line with this commitment, Walgreens Boots Alliance is a sponsor of the U.S. Chamber of Commerce Foundation's Beyond 34: Recycling and Recovery for A New Economy. The pilot project selected Orlando, Florida as the location to create a scalable model for achieving a more circular economy through innovative recycling and

recovery solutions. Orlando is home to a Walgreens distribution center and more than 50 stores, which makes it an ideal location to implement the project and engage with local stakeholders.

In June 2018, more than 60 local business, nonprofit and government stakeholders gathered for a Recycling Planning and Prioritization Workshop to implement and provide advisory support for priority projects to increase Orlando's diversion and processing of recyclables. Through the end of 2018 and beginning of 2019, the programs are expected to be implemented throughout the city of Orlando and expanded, scaled, and replicated beyond the Orlando region.

Zero waste to landfill project implemented across U.S. distribution centers

The Walgreens zero waste to landfill project was implemented across 15 Walgreens distribution facilities in the U.S. and Puerto Rico, after a pilot test in select locations.

The facilities involved in the project diverted 93 percent of waste from landfill in fiscal 2018, compared with 88 percent in fiscal 2017.

Walgreens also conducted an audit of the current recycling processes at its corporate campus in Deerfield, Illinois, in partnership with the Astor Company, a recycling and consulting firm. The audit analyzed current programs, gathered information for a potential composting program and generated baseline data for measuring effectiveness of future strategies. Among the resulting key learnings were increasing standardized recycling containers, implementing the composting program and consolidating an improved cardboard recycling program.

Additionally, in fiscal 2018, during the renovation of 17 stores in Gainesville, Florida, Walgreens diverted 107.3 metric tonnes of construction material from landfill to recycling.

Feeding America

In fiscal 2018 Walgreens diverted more than 3.4 million pounds (1.5 million kilograms) of products from landfills across the U.S. by donating them to Feeding America, the largest domestic hunger-relief and food rescue organization. Donations of unsold or discontinued products, screened for safety, include food as well as toiletries and household items that often cannot be purchased through government assistance programs.

Efforts to reduce single-use plastics

In a commitment to reduce single-use plastics, Boots UK in July 2018 joined the UK Plastics Pact, led by WRAP. The Pact initiative brings together businesses from across the entire plastics value chain with UK governments and non-governmental organizations to tackle the issue of plastic waste.

Through its pledge to the Pact, Boots UK aims to help make a fundamental change in the way businesses design, produce, use, re-use, dispose and reprocess plastics. Boots UK is working collectively with members of the Pact, including other major retailers, to transform the UK plastic packaging sector through a multi-step approach, including making 100 percent of plastic packaging reusable, recyclable or compostable by the year 2025.

Walgreens Boots Alliance is also working on developing a comprehensive Company-wide plastics strategy. We

are eager to share and implement this strategy and anticipate it will be formally introduced in fiscal 2019.

Spring cleanup initiative

In April 2018, the Walgreens support office in Deerfield, Illinois held its annual Spring Cleanup Campaign. Over the course of the week-long campaign, more than 37,000 pounds (16,000 kilograms) of paper were collected for shredding and recycling. Additionally, more than 3,400 pounds (1,500 kilograms) of electronic waste were collected for environmentally responsible disposal.

The Spring Cleanup Campaign at Walgreens Boots Alliance UK office locations resulted in the removal of redundant IT equipment, documents for archiving, used batteries and general waste. Employees also donated gently used clothing items to Cancer Research UK, replaced plastic bottled water with canned water and replaced plastic cutlery and dishware with compostable alternatives.

Walgreens pharmacy recycling

In fiscal 2018 Walgreens retail pharmacies completed the implementation of a new process for returning disposable patient information to distribution centers for recycling. As of August 2018 Shred-it, a document destruction firm, was removing documents from more than 8,000 pharmacies. Between December 2016 and August 2018, this recycling process has translated to more than 317,000 saved trees and more than 129 million saved gallons of water.

Incineration of feminine hygiene products

Boots UK works with an external waste service provider to divert feminine hygiene products and diaper waste from landfill, converting them to fuel pellets for incinerators. After a pilot program in the Boots UK support office in fiscal 2017, the process was extended in 2018 to most Boots stores. During the fiscal year, 97 metric tonnes were diverted for incineration, out of a total of 136 metric tonnes.

**THE UK
PLASTICS
PACT**



Boots UK joined the UK Plastics Pact in a commitment to reduce single-use plastics.

Marketplace

GRI Disclosures 103-2, 103-3

We aim to do business fairly and with integrity and to provide transparency around ingredients and packaging in order to respond to increasing consumer demands for sustainable, ethically sourced products that contribute to their health and wellbeing.

Operating sustainably in the marketplace starts with understanding where our products come from, holding our suppliers accountable for responsible and ethical sourcing and promoting human rights, and consistently engaging with external stakeholders to understand the sustainability issues facing our markets and industry. We also work with and support diverse and local suppliers.

Accountability to our customers is at the heart of our approach to responsible sourcing, including improvements in labeling and consumer education on health and sustainability aspects of products.

Our three Marketplace goals are defined below.



Transparency and Traceability: To create a global process that enables transparency of ingredients and their traceability for the exclusive consumer retail product brands that we sell

Ethical Sourcing: To continue to drive ethical sourcing practices across our supply chain, protecting human rights, supporting diverse suppliers and engaging with suppliers around environmental issues

External Stakeholders: To work collaboratively with a global network of key external organizations engaging in issues that carry the greatest social relevance to the markets and in the communities we serve



Our Approach to Responsible Sourcing

GRI Disclosures 102-9, 103-1, 103-2, 103-3, 414-2, 416-1, 417-1

Walgreens Boots Alliance is committed to selling and developing responsibly sourced products that come about from ethical, sustainable and sound processes. A majority of our annual revenue comes from the sale and distribution of pharmaceuticals, which are highly regulated products. For this reason, we concentrate our proactive responsible sourcing efforts on the retail products we sell, especially our owned brand products where we have the greatest influence, and work to make sure our customers are equipped with information on the safety and sustainability of products they purchase.

Our Company's portfolio of highly regarded product brands includes skincare brands No7, Liz Earle and Botanics; beauty brands Soap & Glory, Sleek MakeUP and CYO; suncare products Boots Soltan; food and beverage brand Nice!; Walgreens health and wellness products, paper products, household cleaners and others. Given this range of product categories, our approach to product information and labeling varies.

For our owned brand products, we have agreements with our vendors requiring that appropriate safety labeling is included on products to help ensure proper use. We rigorously test our owned brand products on a regular cadence to help ensure they meet regulatory requirements and our own high standards related to safety.

Under the agreements we have with our vendors, they must meet regulatory requirements for labeling of ingredients on our owned brand products.

The Transparency and traceability section of this report contains further detail on ingredient information in our owned brands, especially ingredients that might produce an environmental or social impact. The same section also discusses recycling information labels on owned brand food products and consumables. We do not generally provide information on the sourcing of components on the labels of our owned brand products.

An Advisory Panel for Sustainability for our owned brands has helped us to assess our impacts and to develop

appropriate actions on sustainability issues, ranging from improving the ingredients we use, to the packaging of our products.

During fiscal 2018 Walgreens Boots Alliance entered into a 10-year global agreement with Fareva for the manufacture and supply of owned beauty brands and private label products. The agreement created a partnership to provide us with a core multinational manufacturing and development resource.





Working closely with Fareva, we have developed a program of manufacturing site assessments to help ensure alignment of ethical trading standards.

Engaging with suppliers on transparency and traceability

Beyond our owned brands, our retail pharmacies also sell tens of thousands of consumer goods manufactured and marketed by other companies, and we understand the use and disposal of these types of consumer products has a significant impact on people and the environment. We work with our suppliers and other industry partners to seek ways to improve how products are made, how they are distributed, how they are used and how they are disposed of. In some cases we do

this through collaborations with The Consumer Goods Forum (CGF), The Sustainability Consortium (TSC) and other industry groups and associations.

Walgreens and a group of U.S. retailers and consumer goods companies announced in May 2018 that they had produced an ambitious series of metrics that guide principles of sustainability for cosmetics and other personal care products. This was the outcome of several years of work by the cross-industry Beauty and Personal Care Products Sustainability Project, an initiative coordinated by Forum for the Future and TSC.

The group has developed an assessment tool that includes 32 key performance indicators that fall into the areas of packaging, disclosure, human health and supply chain, and the

environment. The aim of this tool is to evaluate the sustainability of products and to increase the availability of sustainable products. Retailers will independently apply this system, providing brands with incentives to achieve their sustainability goals.

In addition, Walgreens is committed to engaging its suppliers using TSC's product category sustainability toolkits (science-based metrics that address sustainability issues throughout the entire value chain) and research to gain increased visibility into supply chains in an effort to source more sustainably.

Transparency and traceability

GRI Disclosures 103-2, 103-3, 301-3, 417-1

Chemicals management

At Walgreens Boots Alliance, we understand that our consumers want to feel confident that the products they use are safe. This means that the products we sell are rigorously analyzed for compliance with all applicable laws and regulations and our own high standards. To formalize this commitment, Walgreens Boots Alliance has implemented a chemicals management program that assesses and restricts the use of certain chemicals or ingredients in products sold in our stores and online. Our Chemical Policy Statement can be found on our website.

While the vast majority of chemicals people encounter everyday are safe, scientific analysis has shown there are risks associated with the manufacture or use of certain chemicals at certain levels, leading regulatory bodies to ban or restrict their use in specific geographies.

As a consumer-facing company, we are aware that there is customer concern about the safety of certain chemicals that are not restricted by law. Additionally, our own product safety analysts may come to a different, stricter conclusion than some regulatory bodies. To address these concerns, Walgreens Boots Alliance has developed a Restricted Substances List for chemicals or ingredients in baby, personal care and household cleaning products within Walgreens and Boots UK owned brands and exclusive consumer retail lines. We have begun the process of reformulating products in these categories with the intent to remove ingredients on the Restricted Substances List by the end of 2021.

We intend to report annually on the progress we have made in removing restricted ingredients and update our Restricted Substances List—which is posted online—as more scientific information becomes available.

We are also examining additional ingredients within our beauty and personal care products to determine if we may restrict them in the future. This internal Stewardship List will be refined and reviewed on an ongoing basis.

Walgreens Boots Alliance is working to enable consumers to make informed choices by encouraging suppliers to obtain credible certifications (including third-party certifications such as EPA Safer Choice and Cradle to Cradle Certified) to make it easy for consumers to find these more sustainable products.

In addition to removing certain chemicals, we believe in providing consumers with transparency and the information they want on ingredients in the products they use. As part of that commitment, we intend to list the ingredients in all owned brand household cleaners on their respective product labels by the end of 2019.

In addition, we encourage all suppliers of formulated products to endeavor to publicly disclose intentionally added ingredients.

Microbeads and impacts on waterways

We have engaged with a range of suppliers and stakeholders to understand and address the industry-wide issue of the potential impact some ingredients, such as microbeads and

plastic wands in cotton swabs, have on waterways and oceans. This builds upon the progress made as of the end of calendar year 2017 where Boots UK owned brand cotton swabs (cotton buds) were transitioned to paper sticks instead of plastic due to concerns over contamination of waterways.

We reformulated our Walgreens and Boots UK owned brands to eliminate plastic microbeads from rinse off products. In addition, Walgreens stores ceased selling any rinse off cosmetic products containing plastic microbeads and Boots UK stopped accepting new deliveries of rinse off products containing plastic microbeads, at the end of calendar 2017.

Krill fishing

In response to increasing concern among consumers about ocean conservation and the harvesting of krill in particular, Boots UK joined a group of 12 retailers in the British Retail Consortium in signing an industry statement supporting ocean sanctuaries in the Antarctic. Krill is a small crustacean that is a key link in the Antarctic food chain. It is fished for use in products such as dietary supplements, and the decline in its population poses a risk for oceanic food webs. In the statement, the retailers, including Boots UK, said they demonstrated their support for the establishment of marine protected areas by co-operating with suppliers to put in place a precautionary approach that will voluntarily restrict fishing activity in selected areas.



Palm oil, wood, pulp, paper and deforestation

Walgreens Boots Alliance continues to develop initiatives and strengthen collaborations with external organizations for palm oil, wood, pulp and paper. Our work with the CGF has confirmed that despite global efforts, the ambition of a collaborative initiative to develop plans to help achieve zero net deforestation by 2020 has been challenging to meet. Walgreens Boots Alliance will continue to work with the CGF on a proactive, collective response that will include new timings and commitments. We remain committed to CGF's process of measuring impact in this area, developing standards, implementing set standards and establishing metrics to report progress from year to year.

We are pleased to report the following progress made during fiscal 2018.

Boots UK continued to incentivize faster progress toward a sustainable palm industry through its membership in the Retailer Palm Oil Transparency Coalition (RPOTC), a group of leading European companies that collaborate to obtain greater transparency of information relating to the sustainability performance of global palm oil supply chains. During fiscal 2018 the RPOTC published its first public palm oil industry scorecard, reflecting the findings from its annual survey of the top 10 importers of palm oil to Europe and North America.

Our owned brand products including No7, Botanics, Liz Earle, Soap & Glory, YourGoodSkin and CYO adopted sustainability requirements for palm oil, wood pulp and paper, and have verified with suppliers a level of traceability in each, including full declaration of source, certification levels and management. These product lines use 100 percent certified sustainable palm oil (CSPO), which covers palm oil and its derivatives and includes physical certification as well as book and claim

systems, such as PalmTrace certificates that fund projects improving the sustainability of palm oil production. In these same product lines, our use of Certified Supply Chain Sustainable Palm Oil (CSSPO) increased to 75 percent in calendar 2017 from 72 percent in calendar 2016. For Boots UK owned brand products, we have a long-term goal to achieve 100 percent CSSPO for all palm oil that is declared on packaging as an ingredient, while progressively increasing our use of CSSPO palm oil derivatives.

Boots UK achieved 95 percent use of credibly certified and recycled wood pulp and paper in calendar 2017 compared with 81 percent the previous year. This applied to owned brand products, excluding packaging, and to goods used in store, support office and distribution center operations.



Animal testing

There was no change to our animal testing policy during fiscal 2018. No animal testing is undertaken by Walgreens Boots Alliance. We do not conduct animal testing on our owned brand products or on ingredients used in these products. Our Product Testing Policy Statement can be found on our website.

Recycling information on packaging

Boots UK and Walgreens have both made strides in providing recycling and disposal information on owned brand items, primarily in the food and consumables categories.

Walgreens continued to phase in How2Recycle labeling—simplified recycling instruction labels—on owned brand products during fiscal 2018. How2Recycle labels make it easy for consumers to know where and how to recycle packaging. The labels outline proper steps to recycle, the type of recyclable material the packaging is made from, which parts are recyclable and where they can be recycled.

As of the end of fiscal 2018, more than 600 products carried the label, including Walgreens and Nice! brand items in the beauty, personal care, health and wellbeing, and food and beverage categories.

Similarly, most Boots UK owned brand food packaging includes on-pack recycling labels designed to provide clear advice to consumers on how to recycle in their local area.

Ethical sourcing

GRI Disclosures 103-2, 103-3, 414-2

Vendor requirements

We expect all our vendors and suppliers to comply with the principles outlined in our Ethical Trading Standards Policy. We take a risk-based approach to the application, assessment and enforcement of the standards; therefore, the means by which we achieve and enforce compliance may vary depending on the scope and nature of our relationship with the supplier. In turn, we expect all vendors to either share these principles and standards with subcontractors used to supply products and services to Walgreens Boots Alliance and hold them accountable to comply or hold them accountable to substantially similar principles and standards.

We use the policy to screen suppliers against social and environmental criteria. We assess suppliers using a detailed grading matrix based on the standards in the policy, which include: the prohibition of any form of bonded, forced, indentured or other illegal labor and of any form of slavery or human trafficking; opposition to discrimination in any form; fair and reasonable reward for workers; working hours that do not exceed applicable legal requirements; the prohibition of child labor; safe and healthy conditions; the prohibition of corruption and bribery; compliance with applicable environmental protection laws and regulations; and a commitment to improving product sustainability.

Walgreens Boots Alliance has contracted with multiple service providers to facilitate risk and compliance due diligence reviews of business partners globally. These reviews may include active monitoring for adverse media regarding modern slavery and other issues.

Modern slavery

In our 2018 Modern Slavery and Human Trafficking Statement, which can be found on our corporate website, we restate our continued commitment to addressing and mitigating the risk of modern slavery and human trafficking in our operations and provide an update on actions taken in the reporting year to do our part to eradicate these abhorrent practices. The statement meets the requirements of the UK Modern Slavery Act 2015 and the California Transparency Act. It also supports our commitment to the CGF resolution and priority principles for action against forced labor. Furthermore, it confirms our adoption of the Employer Pays Principle, an internationally recognized standard developed by the Institute for Human Rights and Business, consisting of a commitment to help ensure that migrant workers do not end up in situations of debt bondage due to recruiting fees and other practices.

Additionally, our Code of Conduct and Business Ethics makes a clear commitment to strive to ensure that slavery and human trafficking are not taking place at any point in our supply chain, and states that we will not tolerate such activities.

Our global task force on the modern slavery crisis became a permanent working group during fiscal 2018 and reports to the CSR Committee.

During fiscal 2018 the Company implemented new training modules on modern slavery and ethical sourcing, including specific training for more than 2,000 employees across our operations directly involved in sourcing and supplying our owned brands products and goods used in our operations. In our Boots UK retail operation, more than 35,000 employees completed modern slavery awareness training during fiscal 2018.



A Walgreens Boots Alliance employee conducts an assessment of a supplier.



A team prepares to conduct an assessment at a supplier site.

Supplier assessments in our owned brand supply chain

Our commitment to eliminating modern slavery starts with focusing intensely on our owned brands supply chain where we believe we can have the greatest impact. This includes maintaining and continually assessing and enhancing our well-established program of supplier assessment. Our assessment program takes into account regions, such as Asia, where our risk profiling, taking into account a range of ethical and sustainable sourcing issues, has shown a higher risk of noncompliance.

Our suppliers are required to comply with our assessment program, which includes planned and unannounced audits. We have a formal, rapid escalation process for any serious ethical issues identified within our supply chain.

In fiscal 2018 we conducted more than 1,200 ethical compliance assessments on new and existing owned brand suppliers for our Walgreens and Boots UK owned brands. Where we identified critical noncompliance issues we worked with our suppliers on remedial action plans to help ensure issues were addressed and corrected. In the

small number of cases where suppliers are unwilling to work with us to achieve compliance within an agreed time frame, we will terminate our business relationships, as a last resort. In zero tolerance cases, such as child labor, forced labor, corporal punishment, slavery and human trafficking and acts of bribery, our policy is to terminate the relationship with the supplier. In fiscal 2018 we terminated business with two suppliers after detecting zero tolerance issues.

The table below provides a breakdown of assessments of owned brand suppliers and outcomes during fiscal 2018.

In addition to the assessments described below, during fiscal 2018 we surveyed 26 suppliers of mica and talc used in 291 of our owned brand products. The extraction of certain materials used in our beauty, personal care and other products, such as mica and talc, is considered high risk for forced or child labor. The suppliers in this survey represent 100 percent of the mica and talc used in our owned brand products. As of the end of fiscal 2018, 23 suppliers had responded to the survey, which asked them about the processes they have in place to prevent forced or child labor.

Ethical compliance assessments of owned brand suppliers		
	Fiscal 2018	Percentage of total
Satisfactory	588	48.1
Needs improvement	363	29.7
Critical	269	22.0
Zero tolerance	2	0.2
	1,222	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 the critical noncompliances to enable new or ongoing business relationships.

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

Supplier diversity



Walgreens beauty advisors gather at our booth at the Black Women's Expo in Chicago.

Supplier diversity

Walgreens Boots Alliance believes that promoting the development of small and diverse businesses fosters economic vitality in the communities we serve.

Walgreens continues to work with a number of partners to identify diverse and small businesses.

In August 2018 Walgreens hosted a diverse supplier business summit at its Deerfield headquarters that enabled

selected diverse suppliers to engage in meaningful conversations with the Walgreens Group Procurement Team to source new opportunities. Additionally, Walgreens joined the Chicago United Five Forward 20/20 Initiative, whose mission is to strengthen the local economy and enhance job creation by supporting a stronger Chicago area minority business enterprise community. As part of this commitment, Walgreens, along with other corporations, has committed to doing business with five local minority firms over five years.

Walgreens engaged with or purchased from more than 2,600 diverse and small businesses in fiscal 2018. Walgreens purchases with diverse and small suppliers was \$3.1 billion during fiscal 2018, including Tier 1 spending directly with diverse suppliers and Tier 2 spending with large-scale suppliers who report to us their spending related to the Walgreens account.

Workplace

GRI Disclosures 103-2, 103-3

Our valued employees are one of our greatest assets and without them it would not be possible to pursue our purpose of helping people around the world lead healthier and happier lives. Taking care of their health and wellbeing remains a top priority for our Company.

We work hard to attract diverse people to care for our customers and patients everywhere we do business. We continue to be recognized for our dedication to diversity and inclusion, and our U.S. training programs and job opportunities for people with disabilities are considered industry leading.

We strive to recognize and develop talent in our engaged and vibrant workforce through various programs and initiatives including career planning and educational opportunities.

Through the following three goals, we strive to create a workplace that works to ensure that our employees feel valued, appreciated and supported both in and outside the workplace:



Employee Health and Wellbeing: To proactively support the personal health and wellbeing of our employees

Equal Opportunities: To deliver our commitment to equal opportunities for everyone across our employment practices, policies and procedures

Health and Safety: To continuously improve our robust approach to health and safety, actively caring for our colleagues and customers, throughout the Company



A recruit in the Walgreens Retail Employees with Disabilities Initiative (REDI) program receives training at a store.

Employee Health and Wellbeing

GRI Disclosures 102-8, 102-41, 103-2, 103-3, 401-2

Employee health and benefits

At Walgreens Boots Alliance, proactively supporting the personal health and wellbeing of our employees is a top priority. We recognize we have a responsibility to enable our employees to receive high-quality care by providing them with the services, resources and support they need.

Because the scope and manner in which healthcare is provided varies significantly by country, Walgreens Boots Alliance manages healthcare and benefits offered to full- and part-time employees, at the national level.

For example, in the U.S., home to more than 60 percent of our employees, Walgreens offers a comprehensive benefits package to full-time employees that generally includes the following:

- Comprehensive medical and other healthcare benefits
- Employer match of contributions to 401(k) defined contribution retirement account
- Paid time off and holidays
- Paid disability
- Employee stock purchase program
- Life insurance
- Employee discount

Part-time U.S. Walgreens employees are eligible for a number of benefits that generally includes Prescription Savings Club, annual flu shots, Work & Life Resources, child care discounts and others.

In fiscal 2018 Walgreens began to offer or expanded, the following benefits:

- The Care Coordination program to help employees manage the costs of medical care and to help them find the most appropriate and effective treatment options
- Access to telemedicine provider MDLIVE for virtual care consultations from U.S. board-certified physicians over the phone or through a video chat
- The Livongo for Diabetes Program to help with diabetes monitoring
- The 365 Get Healthy Here goal-based wellness tool with features to promote healthy lifestyle choices

Moving forward, Walgreens will continue to evaluate and update benefits as needed so that employees have the resources to support themselves in and out of the workplace. After the close of fiscal 2018 Walgreens introduced updated benefits that will be phased in during fiscal 2019. These include an increased short-term disability benefit for hourly employees and a new paid parental leave program.

Boots UK, which accounts for 16 percent of our employees, offers a comprehensive range of benefits to full- and part-time employees. They are invited to create the optimal benefits package for their lifestyle using a flexible benefit program that allows employees to personalize benefits. Offers are available in a variety of areas, including the following:

- Health and wellbeing
- Lifestyle and entertainment
- Travel
- Financial planning

In addition to insurances and time off, Boots UK provides benefits such as employee assistance programs, loyalty awards, pension schemes and a generous employee discount.

In fiscal 2018 Boots UK enhanced the lifestyle benefits with a beauty and fitness discount card for over 2,500 venues, as well as a family activity pass providing discounts at theme parks, cinemas, restaurants and holiday destinations.

Mental health support for UK employees

With one in four people in the UK affected by mental health issues in any given year, Boots UK turned its attention to supporting mental wellbeing among its employees in fiscal 2018. In recognition of Mental Health Awareness Week in May, Boots UK published 5 Ways to Wellbeing—a set of simple actions employees can focus on to help them maintain good mental health. The actions foster discussion of, and focus on, mental wellbeing within the workplace, while encouraging personal reflection. In addition to organic conversation, the 5 Ways were distributed to leaders for facilitating proactive conversations with their teams, and the actions were added to apprentice handbooks.

In tandem with the 5 Ways to Wellbeing process, Boots UK re-launched a Healthy Minds eLearning module designed to raise awareness and build confidence in talking about mental health. The module, which is now included in the Boots UK training program for first line managers, guides participants through steps to monitor their own mental wellbeing, support others and seek help in times of need.

To encourage support of employee wellbeing throughout Boots UK, a steering group with senior leader representation was introduced in 2018. The group will spearhead efforts to recognize and improve employee wellbeing both inside and outside work.

Supporting employees in crisis

The Walgreen Benefit Fund in the U.S. and the Boots Benevolent Fund in the UK — both funded by charitable donations — assist current employees and retirees experiencing hardship, such as financial difficulty due to accidents, long-term illnesses or natural disasters. More information about how Walgreens Boots Alliance supports employees in the wake of natural disasters can be found on pages 21-22 of this report.

During fiscal 2018 the U.S. fund, which is a nonprofit private foundation, provided more than \$2.8 million in assistance to more than 2,600 employees and retirees, while the UK fund helped more than 200 employees with more than £323,000 (\$435,000) in grants and loans.

In addition, Boots UK and Alliance Healthcare in the UK also support employee wellbeing through a partnership with Lifeworks — a wellbeing and employee assistance provider. The program offers around-the-clock phone support, online resources, expert advice and counseling to guide employees and their family members through everyday issues and to help them cope with unexpected events.

Freedom of association and collective bargaining agreements

Walgreens Boots Alliance 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 Walgreens Boots Alliance Divisions, businesses, cross-divisional functions and the corporate function 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.

As of August 31, 2018, 8 percent of our employees across the globe were covered by collective bargaining agreements.

Employee retention data

At Walgreens Boots Alliance, our people are one of our greatest assets. We strive to be a place where our employees love to work and we continuously help provide opportunities to develop their careers. We recognize that retaining our employees is critical to achieve efficient operations. The following tables show the number of employees in each Division of Walgreens Boots Alliance and our one-year and five-year employee retention rates as of August 31, 2018.

Employees by Division¹

	As of August 31, 2018 ²
Retail Pharmacy USA	244,000
Retail Pharmacy International	83,000
Pharmaceutical Wholesale	27,000
	354,000

Employee retention

	As of August 31, 2018 ² (%)	As of August 31, 2017 (%)	As of August 31, 2016 (%)
Working for Walgreens Boots Alliance >1 year	79	79	76
Working for Walgreens Boots Alliance >5 years ³	44	43	42

¹ Employees of fully owned Walgreens Boots Alliance businesses; does not include employees of companies in which Walgreens Boots Alliance has equity method investments.

² Fiscal 2018 data within Deloitte & Touche LLP's review scope as detailed on pages 90-91.

³ Includes existing employees of businesses that have become part of Walgreens Boots Alliance.

Our People Care: Giving back and supporting communities in Nottingham and Chicagoland

Walgreens Boots Alliance's legacy companies are committed to giving back, especially in the communities where they have significant impact as major employers. Boots UK is the largest private employer in Nottinghamshire, while Walgreens is one of the largest employers in the Chicago metropolitan area, known as Chicagoland.

Nottingham

Nottingham has been home to the Boots brand since 1849, and Ibuprofen was invented on the site where the Boots UK support office continues to be located. Boots UK and its employees give back to local communities in many ways, including the following examples.



Tabby Rhodes was among a group of Boots UK apprentices who volunteered at WE Day UK.

WE Schools

During fiscal 2018 Boots UK supported continued engagement of WE Schools—a program that supports students who lead and make a difference in their neighborhood and in the world. Over 300 students from 13 Nottingham schools attended WE Day UK. As transportation can often be a barrier

to attendance at WE Day UK, Boots offered round-trip transportation to the London event. Additionally, 23 Boots apprentices volunteered as crowd pumpers at the event, which inspired and celebrated young people taking social action in their communities.



Children in Nottingham participate in a Boots-sponsored summer reading program.

Hoodwinked

Boots has a legacy of supporting and promoting literacy in Nottingham dating back to the mid-1890's when Florence Boot created the Boots Book Lover's Library. During the summer of 2018, Boots supported the Nottingham City Council's Hoodwinked arts and literacy program. Thanks to Boots' support, 52 Nottingham primary schools participated in a Robin's Tales education program,

which included the opportunity to design a fiberglass book bench. The benches inspired young people to celebrate literacy, book heroes and art, while stimulating community engagement.

To further support literacy, Boots held a Florence Boots Competition in which over 200 young people across three age categories designed a poster to encourage summertime reading at their local libraries. Winning posters were displayed in Nottingham public libraries throughout the summer.

Boots Charitable Trust

Since its establishment in 1970, the Boots Charitable Trust has donated to local charities and organizations that benefit the people of Nottinghamshire. Boots UK continued to support the Boots Charitable Trust, donating £250,000 (\$336,000) for fiscal 2018. Among the beneficiaries of this year's donations were Maggie's, a charity that provides emotional, social and practical advocacy for anyone affected by cancer, and Samaritans, a charity that provides sensitivity and support around-the-clock to those who are struggling to cope.

An example of the many ways Walgreens employees in the Chicago area supported local communities during fiscal 2018 was at the National Museum of Mexican Art's annual Día del Niño Fun Walk and Family Festival. Walgreens Business Resource Group, the Latino Professional Network, provided volunteers to conduct health screenings and wellness education at the event.



Chicagoland

Walgreens has been based in the Chicago area since 1901 and has always been an active member of the community. The business is proud of its ongoing partnerships with organizations that help young people successfully prepare for college and jobs. These collaborations support Walgreens Boots Alliance's CSR goals of contributing to community health and wellbeing and helping young people to realize their potential.

Through academic learning opportunities, mentoring, job training and providing career path options, these organizations make a measurable impact and help to transform individuals and communities for generations to come.

Additionally, Walgreens is working with key civic institutions, community partners and internal stakeholders in Chicago to refine current programs and engagement events, resulting in fewer, more impactful programs that will in turn help make a more meaningful difference in the region.

Midtown Educational Foundation (MEF)

Walgreens has supported the nonprofit MEF since 1980, championing the organization's mission to inspire and positively guide Chicago's urban youth living in under-resourced communities. Walgreens has donated a collective \$6.75 million to MEF, a program that has impacted nearly 25,000 participants, with 1,100 students enrolled during fiscal 2018.

The organization's Metro Achievement Center for Girls and Midtown Center for Boys help transform lives, families and communities by offering enrichment programs with individual tutoring and mentoring to primary and high school students. Walgreens employees participate as volunteer mentors and tutors. MEF reported that in the 2017-2018 school year, the high school graduation rate for program participants was 100 percent, for a nineteenth consecutive year, compared to a 78 percent graduation rate at Chicago Public Schools.

Kristin Barrie, a senior analyst at Walgreens Boots Alliance, volunteers as a tutor and mentor for middle school students. She explained that MEF "brings everyone together as a team to boost student success, including the parents and community."

Skills for Chicagoland's Future

Since 2014, Walgreens has partnered with the nonprofit Skills for Chicagoland's Future to tackle high levels of unemployment among Chicago's young adults, ages 18-24. Walgreens is committed to providing youths from disadvantaged Chicago neighborhoods with the long-term skills and tools they need to grow in their careers.

Through the Skills program, Walgreens has hired a significant number of diverse youth and young adults for a variety of positions in stores across the area. Walgreens expanded its partnership with Skills during fiscal 2018 through the Beyond the Diploma: Pivot to Success program. Through this collaboration, Walgreens hired a number of applicants, paired them with an internal mentor and pledged to cover their tuition expenses for a business degree at Harold Washington College.

Our People Care: Volunteer spotlight

Walgreens Boots Alliance employees reported more than 214,000 volunteer hours during fiscal 2018. Many of our employees go above and beyond, showing commitment and dedication that is truly humbling. On this page we salute two employees for their outstanding volunteer work and support for local charities.



Walgreens staff pharmacist Alex Gill, second from right, receives CSR award.

Alex Gill, staff pharmacist, centralized services, Walgreens CSR Champion of Champions award winner

Alex Gill is a staff pharmacist with Walgreens centralized services in Florida who has strong desire to help others and a passion for caring. In June 2018 he was recognized with the Walgreens Champion of Champions award for CSR. Alex donates generously to several charities every year, including a women's shelter, an orphanage and the Salvation Army Angel Tree program.

The collaboration with the Salvation Army Angel Tree program has run for 19 years, starting at Walgreens mail service, and now with central pharmacy operations. The annual goal is to fill 100-150 children's requests for clothing and toys, including donating a bicycle to

every child that asks. Thanks to Alex's generous donations, around 15 children receive new bicycles each year.

"At the end of the day these people need help, especially the kids. I just do my part," Alex said. "I'm trying as a person, as a man, as a pharmacist, to make a difference in the community."

Alex said his passion for community involvement goes hand in hand with being a pharmacist, "If you don't like helping people, you shouldn't be a pharmacist. You see people when they are often feeling their worst. By the time people come to see you, they aren't feeling well."

Alasdair Neill, Boots Opticians practice manager, BBC Children in Need Pudsey Champion

Alasdair Neill, practice manager for Boots Opticians Stirling, Scotland was one of eight Boots employees recognized by BBC Children in Need as a Pudsey Champion, for above-and-beyond efforts in supporting the campaign during November 2017. Champions—named after the campaign mascot, Pudsey Bear—received a pin and certificate to thank them for their commitment.

Alasdair was recognized for his leadership, energy and enthusiasm toward fundraising efforts throughout his area of Boots Opticians practices.

David Carson, area manager, said: "You could not wish for a better champion for our CSR ambitions than Alasdair. He has an unflinching commitment to raise awareness within his own practice, his area and the company as a whole."

Led by Alasdair, the Stirling practice exceeded its fundraising goal, contributing to the area generating approximately £1,200 (\$1,600) for BBC Children In Need. Alasdair spearheaded the participation of the Stirling practice in a charity hill climb and coordinated additional fundraising opportunities, including collecting donations when repairing customers' glasses. He also encouraged participation by other Boots Opticians practices through book sales, bake sales and raffle tickets.



Boots Opticians practice manager Alasdair Neill, center, was recognized as a BBC Children in Need Pudsey Champion.

Equal Opportunities

GRI Disclosures 102-8, 103-2, 103-3, 405-1

Diversity and inclusion

Walgreens Boots Alliance is committed to creating a culture where all employees feel their ideas are valued.

Diversity and inclusion has a real impact on our brand and it is critical that our marketing and products reflect the diversity of our consumers and their needs. Additionally, as the competition for talent gets increasingly intense, potential employees want to know what a company such as Walgreens Boots Alliance is doing for women, veterans, minorities and people with disabilities.

Our approach is to drive leadership accountability for diversity and inclusion objectives; attract, develop and retain a diverse workforce including expanded representation of women and people of color in leadership; deliver relevant training to managers; drive conscious inclusion; and partner with communities including diverse suppliers.

Walgreens Boots Alliance implemented a diversity and inclusion performance goal on September 1, 2018. The goal holds employees at the vice president level and above accountable for driving an inclusive and open culture. In addition, the achievement of this goal will be measured by a number of key factors including increased representation of women in leadership positions year-over-year in all countries where the Company operates, and increased representation of people of color in leadership year-over-year in the United States.

In the United States, Walgreens implemented during fiscal 2018 a new, in-person training program for store leadership titled Strengthening Care

in our Communities. The workshop focuses on recognizing and managing unconscious bias and de-escalating sensitive customer interactions.

Diversity data

In this report we are providing for the first time global Walgreens Boots Alliance data showing the percentage of women in management positions — with at least one direct report — compared to the percentage of women in all job functions. We are also including figures showing the percentage of people of color in management positions in our Retail Pharmacy USA Division.

The Walgreens African American Leadership Network (AALN) holds workshops and events on a range of topics including professional development and diabetes awareness.



Diversity of Walgreens Boots Alliance employees as of August 31, 2018^{1,2}

Employee category	All (%)	Age group (%)			Gender (%)			Race, ethnicity (%) (United States)		
		<30	30-50	>50	Male	Female	Undis-closed ³	White	People of color	Undis-closed ³
Manager	9	11	70	19	49	51	0	68	32	0
Non-manager	91	41	39	20	31	69	0	51	49	0
All Employees	100	38	42	20	33	67	0	52	48	0

Women employees by Division and in the Company as of August 31, 2018¹

	Total (%)
Retail Pharmacy USA	68
Retail Pharmacy International	78
Pharmaceutical Wholesale	34
Walgreens Boots Alliance	67

¹ Fiscal 2018 data within Deloitte & Touche LLP's review scope as detailed on pages 90-91.

² Diversity of employees in manager and non-manager roles by age, gender, and racial ethnicity included for the first time for fiscal 2018.

³ Totals showing zeros reflect rounding of amounts lower than 0.5%.

OVERVIEW

COMMUNITY

ENVIRONMENT

MARKETPLACE

WORKPLACE

Disability inclusion model

Walgreens continued to expand during fiscal 2018 its two signature disability initiatives, Transitional Work Group (TWG) and Retail Employees with Disabilities Initiative (REDI), training and hiring a significant number of people with disabilities to work in our stores and distribution centers.

Walgreens is committed to sharing its experience with other companies to promote disability inclusion in the U.S. and beyond. Over the more than 10 years since Walgreens initiated the TWG program to train people with disabilities to work at distribution centers, numerous companies have toured the facilities to learn from the model.

Retail training and hiring

REDI, our program to recruit, train and hire people with disabilities to work in our retail pharmacies, through partnerships with publicly funded

community providers, expanded to a total of more than 220 stores in 34 states during fiscal 2018. As of August 31, 2018, the REDI program has enrolled more than 1,600 trainees. Of the externs who registered, 78 percent have completed training.

Distribution center training and hiring

As of August 31, 2018, seven Walgreens distribution centers and regional warehouses in the U.S. were running the TWG program. TWG partners with agencies to identify candidates for a 13-week training program that includes support from a job coach and a front-line manager. As of the same date, more than 12 percent of employees at distribution centers and regional warehouses self-identified as disabled.

The TWG program develops and enhances standardized training programs for the distribution centers,

establishes partnerships with state agencies and local nonprofits to identify job candidates, and focuses on developing an inclusive culture that fosters growth and development while increasing knowledge about disabilities.

Top scores for disability inclusion and LGBTQ equality

Walgreens earned a top score of 100 on the 2018 Disability Equality Index (DEI) and the 2018 Corporate Equality Index (CEI), national benchmarking surveys and reports on corporate policies and practices related to disability inclusion and LGBTQ workplace equality. It was the fourth time Walgreens received a Best Place to Work for Disability Inclusion qualification on the DEI, while it has received perfect scores for 12 years in a row on the CEI. The DEI is a joint initiative between Disability:IN and the American Association of People with Disabilities; the CEI is administered by the Human Rights Campaign Foundation.

During June 2018 Walgreens sponsored and participated in some 55 parades, marches, events and festivals celebrating lesbian, gay, bisexual, transgender and intersex culture and pride. Walgreens was the official sponsor for the New Orleans Pride Parade on June 8.



Business Resource Groups (BRGs)

Our businesses have 11 active BRGs — 10 in the U.S. and one in the UK. BRGs are grassroots networks of employees committed to making our Company an even more diverse and inclusive employer and retailer. Through their work, BRGs help attract, engage, develop and retain diverse talent.

The BRGs are:

- Walgreens African American Leadership Network (AALN)
- Walgreens Disability Inclusion Network (WDIN)
- Walgreens Latino Professionals Network (WLPN)
- Women of Walgreens (WOW)
- Walgreens Next Gen Empowerment Network (NGEN)
- Walgreens Pride Alliance (WPRIDE)
- Walgreens Asian Network (WAN)
- Walgreens Veterans Network (W-VETs)
- Walgreens Environmental Sustainability Network (WESN)
- Walgreens Boots Alliance DiversIT (WDI) in the U.S. and in the UK

BRG initiatives that took place in 2018 include:

- WOW hosted a series of 7-week Learning Journey programs covering topics such as personal branding and negotiation skills. Approximately 360 participants joined cohorts to listen to inspirational guest speakers, received weekly guides with curated content and engaged in facilitated conversations.



Women of Walgreens (WOW) hosts numerous professional development and networking events each year, including a celebration of International Women's Day.

- NGEN organized a series of WAG Talks with speakers, such as the August 9 WAG Talk, Shaping Perceptions: Why Branding Matters.
- WLPN and AALN held two diabetes events to raise awareness about diabetes risk factors and encourage people to make healthy changes. More than 100 people took diabetes risk assessments at the events, which also included educational discussions, free glucose monitors for qualifying participants, blood pressure screening and information on resources.

Hiring and supporting military veterans

Walgreens encourages military veterans to consider career opportunities across all areas of our business. Employment outreach includes strategic recruiting relationships with Hirepurpose, Getting Hired and RecruitMilitary, and collaboration with W-VETs. U.S. Veterans Magazine has recognized Walgreens as a Top Veteran-Friendly Company and Diverse Supplier Partner for 2016, 2017 and 2018.

Expanding diversity awareness globally

Boots UK developed a diversity and inclusion strategy during fiscal 2018. Boots UK's transgender policy was also reviewed and updated with new content designed to raise awareness and to help facilitate a supportive transition process.

As part of the diversity and inclusion strategy and following the publication of gender pay gap information for the first time (described on the following page), Boots UK holds gender listening sessions to help identify improvements to address the pay gap.

Boots UK is committed to continually expanding on diversity awareness and practices. A diversity survey of employees in fiscal 2018/2019 will establish baseline data so that future initiatives can be targeted where they will add most value.

Alliance Healthcare in the UK also conducted a gender equality survey to help understand employees' opinions and improve gender equality in the workplace. With 848 responses, the team was able to identify focus areas to take action on in the near future, including management behaviors (line management accountability and training), education and awareness.

Gender pay

Walgreens Boots Alliance works to ensure that our employees are paid fairly and equitably. In the U.S., we have made the commitment to conduct proactive pay reviews to confirm that pay practices are applied without regard to gender, race or ethnicity.

In accordance with the UK government's Gender Pay Gap Regulations, our employing entities that are subject to the regulations published their 2017 gender pay gap information in the first half of calendar 2018. Each relevant entity published a report including actions taken and future plans to close the gender pay gap. The reports of our two largest employers in the UK, Boots UK and Alliance Healthcare, can be found in their entirety on their respective websites.

The Boots UK report showed a median gender pay gap of 5 percent, and the Alliance Healthcare report showed a median gender pay gap of 7 percent, both significantly lower than the national average median of 18.4 percent, which is based on estimates from the Office of National Statistics' Annual Survey of Hours and Earnings 2017.

DIVERSITY SCHOLARSHIP: During fiscal 2018 Walgreens approved more than \$1 million in donations for the 2018-2019 school year, to help support diversity scholarships, inclusion training and other initiatives at accredited pharmacy schools in the U.S.

As a recipient of the Walgreens Diversity and Inclusion Excellence Scholarship in Spring 2018, 25-year-old Ariel McDuffie exemplifies the achievements possible through hard work and demonstrates the impact these scholarships have on recipients.

Ariel, now in her last year of pharmacy school at Chicago State University College of Pharmacy, strengthens her pharmaceutical skills by working at Walgreens (where she has served as a pharmacy intern since January 2016) and serving as an active member for several pharmaceutical organizations.

With the support of the scholarship from Walgreens, Ariel is using funds to help pay off student loans and is one step closer to achieving her dream of becoming a pharmacist in ambulatory care.

"I am so grateful to Walgreens for this scholarship. To me, diversity in the pharmacy field is critical because many don't realize that pharmacists are the first point of contact for patients. We need pharmacists from all backgrounds to make sure patients feel like they can relate to those they are seeking care from."



Shared Values — Disability inclusion at Chit Shing supplier in Asia

At Walgreens Boots Alliance, we deliver on our commitment to providing equal opportunities internally and across our supply chain. Specifically, we are dedicated to developing a value chain that is increasingly inclusive of and provides opportunities to individuals with disabilities.

In line with this ongoing commitment, we are proud to work with a supplier whose founder has prioritized the creation of a barrier-free environment for the disabled and whose business promotes an inclusive workplace.

Chit Shing, based in Hong Kong, supplies cosmetic bags and beauty gifts and accessories to our businesses, including Walgreens and Boots UK. Chan Wah Cheung, the CEO and founder, suffered from poliomyelitis (commonly referred to as polio) as a child, and as a result, is especially sensitive to those with disabilities and the hardship they can face. In 2004, Chan restructured Chit Shing into a nonprofit social enterprise, with the profits from the business going to the People of Fortitude International Mutual-Aid Association, a charitable organization that he established.

Chan operates three factories and uses 100 percent of the company's profits to fund charitable efforts benefiting disabled persons in Hong Kong and

mainland China. In addition, Chan employs 25-30 disabled people who do office work for his factories. His Hong Kong office operates with barrier-free working areas that enable wheelchair-bound employees to easily move around.

Chan Wah Cheung, CEO and founder of Walgreens and Boots UK supplier Chit Shing, promotes an inclusive workplace.



Health and Safety

GRI Disclosures 103-2, 103-3

Walgreens Boots Alliance is committed to creating and upholding a safe environment for its employees, customers, contractors and patients. While we did not map a GRI standard to employee safety in this report, we are reviewing the new 403-4 standard for inclusion in our 2019 report.

The Company conducts its worldwide business planning and everyday operations with the utmost concern for health and safety management, including through our retail stores and distribution centers. We continuously strive to expand our robust approach to health and safety and to drive ongoing improvements even when they exceed local legislative requirements including through coordination with the Walgreens Boots Alliance Health, Safety and Environmental Committee.

As stated in the Walgreens Boots Alliance Health, Safety and Environmental Policy, we encourage open dialogue and constructive feedback from all our stakeholders to help ensure we achieve best practice in the management of health and safety across our worldwide business operations. We also require that all Divisions, businesses, cross-divisional functions and corporate functions have comprehensive formal governance processes in place for health and safety matters in the business operations for which they are responsible.

Safety campaigns

Through trainings and focus on safety culture, Walgreens has achieved employee and customer accident incident reductions in retail stores over the four-year period ending August 31, 2018. In fiscal 2018 Walgreens also experienced significant improvement in minimizing root causes and managing risk that can contribute to workplace injuries.

When Walgreens launched a series of pilot improvement projects across its 17 retail stores in Gainesville, Florida, a series of safety improvements were included—such as engagement signage, marking of high traffic areas and material storage enhancements. These were aimed at increasing safety awareness and engagement through personal commitment from employees.

Boots UK has continued to achieve a reduction in overall accident numbers in retail stores, supported by the continued successful application of a self audit program that assesses safety compliance four times a year. In addition, Boots UK warehouses are well below the industry average accident rate for accidents required by law to be reported.

Boots UK launched the Be Aware Take Care campaign to approximately 7,500 employees across its retail stores, warehouses, distribution centers and offices in fiscal 2018. The campaign focused on driving engagement and encouraging employees to be more mindful of their surroundings to prevent workplace accidents. As an extension of Be Aware Take Care, Boots UK launched



a safety campaign in preparation for the 2017 holiday season, including a festive checklist designed to ensure that Boots UK employees checked that stores were safe and prepared for the busy shopping season.

Boots UK also was commended in March 2018 at the British Safety Industry Federation Awards, in the Safety Excellence category, for successfully developing Heavy Goods Vehicle (HGV) drive off protection. This in-house solution introduced warehouse light landing strip installations and additional safety innovations to loading operations across the Boots UK Nottingham and Burton warehouses. This has helped prevent unintended movement of HGVs during loading operations.

About This Report

GRI Disclosures 102-46, 102-48, 102-49, 102-50, 102-51, 102-52, 102-53, 102-56

Fiscal 2018 was the third year in our previously stated plan to evolve our CSR strategy and publish a more comprehensive CSR report over a three-year period. We are pleased at the significant steps we have taken to enhance our CSR reporting in this time frame. The CSR materiality assessment described in this report sets the foundation for the next stage in our evolution, as we adjust our CSR strategy to meet stakeholder expectations and to address the material issues that were identified as well as the environmental, social and market challenges that we and our stakeholders see emerging on the horizon.

In addition to internal reviews, we believe external assurance enhances the credibility and transparency of information reported. Deloitte & Touche LLP conducted a review of specified indicators within this report in accordance with attestation standards established by the American Institute of Certified Public Accountants. Their assurance report can be found on pages 90-91.

In order to more fully meet the requirements of the GRI Standards, this report contains more detailed explanations of our management approach to the CSR material topics identified through the materiality assessment. We have also endeavored to more completely describe our stakeholder engagement and actions that resulted from that engagement.

We met the commitments, expressed in our 2017 report, to provide more complete data in a number of areas, such as employees covered by collective bargaining agreements, full- and part-time employees by gender and employee diversity.

This report covers data and progress from fiscal 2018 and includes content from our ongoing global operations. The prior report from fiscal 2017 was published on January 5, 2018 and can be found on the sustainability section of our corporate website. We plan to continue to report on an annual basis in the future.

We welcome feedback on the contents of this report as well as on our CSR strategy. Please contact us at CSR@wba.com.

Data management process

We have a Company-wide approach to recording, measuring and reporting CSR performance, including a set of reporting criteria and a set of CSR measures and performance indicators that are applicable to all of our businesses. We capture data on corporate giving, carbon emissions, energy use, waste disposal, employee retention and diversity, and use the data to inform and assist in the development of individual CSR programs in each business. In addition, in the Retail Pharmacy USA Division we capture data on employee race and ethnicity.

The data presented within this report reflect the ongoing operations of the Company during fiscal 2018 and were produced in accordance with the Walgreens Boots Alliance Corporate Social Responsibility Performance Data Basis of Preparation, which can be found in the Corporate Responsibility area of the Company's corporate website in the "About the 2018 CSR Report" section. Our Statement of Greenhouse Gas (GHG) Emissions for fiscal 2018 and its external assurance from Deloitte & Touche LLP can also be found in the same section on our website.

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

The fiscal year that ended August 31, 2016 was the first year that CSR data were collected across the entire Company, forming the baseline for comparatives and for future reporting, in particular for environmental data.

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.

GRI Content Index

GRI Disclosures 102-54, 102-55

Walgreens Boots Alliance has carried out an ongoing exercise to align our CSR reporting to the GRI Sustainability Reporting Standards (GRI Standards). This report has been prepared in accordance with the GRI Standards: Core option. The materiality assessment we conducted during fiscal 2018 allowed us to define our CSR material topics—the issues through which the Company has the most impact on the environment, on society and communities and on the economy. This GRI Content Index reflects the material topics that emerged in the materiality assessment.

This report underwent the new GRI Disclosure Review service, designed to help organizations improve the content of their report by reviewing specific disclosures and determining whether the organization has responded to the information requests from the requirements outlined in the GRI Standards. For the Disclosure Review Service, GRI Services reviewed the following 10 disclosures from GRI 102: General Disclosures 2016 (102-15, 102-40, 102-41, 102-42, 102-43, 102-44, 102-46, 102-47, 102-54, 102-55). The service was performed on the 2018 Walgreens Boots Alliance Corporate Social Responsibility Report.



GRI Disclosure		References and responses
GRI 101: FOUNDATION 2016		
Reporting Principles and Requirements		2018 CSR Report, Our Approach to CSR, GRI Standards; page 7
GENERAL DISCLOSURES		
GRI 102: General Disclosures 2016		
ORGANIZATIONAL PROFILE		
102-1	Name of the organization	Walgreens Boots Alliance, Inc.
102-2	Activities, brands, products, and services	2018 Annual Report; page 1
102-3	Location of headquarters	2018 CSR Report, About Our Company; page 4
102-4	Location of operations	2018 CSR Report, About Our Company; page 4 2018 Annual Report; pages 1, 3-7
102-5	Ownership and legal form	2018 Annual Report; page 1
102-6	Markets served	2018 Annual Report; pages 3-7
102-7	Scale of the organization	2018 Annual Report; pages 1, 3-9

GRI Content Index

GRI Disclosure	References and responses
102-8 Information on employees and other workers	<p>2018 CSR Report, Workplace, Employee Health and Wellbeing; pages 64-65 2018 CSR Report, Workplace, Equal Opportunities; page 69 2018 Annual Report; page 9 Walgreens Website Boots UK website</p> <p>Direct Response: As of August 31, 2018, 43 percent of Walgreens Boots Alliance employees were women working full-time, 25 percent men working full-time, 24 percent women working part-time and 8 percent men working part-time. As of the same date, 66 percent of employees were women working under a permanent employee contract, 32 percent were men working under a permanent employee contract, 1 percent were women working under a temporary employee contract and 1 percent were men working under a temporary employee contract. These figures do not include contractors because they are not included in our employee figures. Most of our activities are performed by employees, and seasonal variations do not cause significant variation in our employment figures.</p>
102-9 Supply chain	<p>2018 CSR Report, About Our Company; page 4 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55 2018 Annual Report; pages 3-8</p>
102-10 Significant changes to the organization and its supply chain	<p>2018 Annual Report; pages 1-2</p>
102-11 Precautionary Principle or approach	<p>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 102-12.</p>
102-12 External initiatives	<p>Direct Response: Below are examples of major external initiatives Walgreens Boots Alliance or its businesses engaged in during fiscal 2018:</p> <ul style="list-style-type: none"> • United Nations Sustainable Development Goals (SDGs) • The World Resources Institute's Greenhouse Gas Protocol • CDP's climate change program • Conference of Parties 21 (COP 21, also known as the 2015 Paris Climate Conference) • The Consumer Goods Forum's Sustainability Resolutions, including Deforestation, Refrigeration #2, Food Waste, Forced Labor, Priority Industry Principles, Health & Wellness and others • The UK Plastics Pact, led by WRAP • The U.S. Chamber of Commerce Foundation's Beyond 34: Recycling and Recovery for a New Economy • Annual Communication on Progress - Roundtable on Sustainable Palm Oil
102-13 Membership of associations	<p>Direct Response: Walgreens Boots Alliance is a member of several associations at the national and international level. Below are examples of major associations we engaged with in fiscal 2018:</p> <ul style="list-style-type: none"> • The Consumer Goods Forum (CGF) • National Association of Chain Drug Stores (NACDS) • Retail Industry Leaders Association (RILA) • British Retail Consortium (BRC) • International Federation of Pharmaceutical Wholesalers (IFPW) • The Beauty and Personal Care Products Sustainability Project, an initiative coordinated by Forum for the Future • The Sustainability Consortium (TSC) • Roundtable on Sustainable Palm Oil (RSPO) • Retail Palm Oil Transparency Coalition (RPOTC)

GRI Content Index

GRI Disclosure		References and responses
STRATEGY		
102-14	Statement from senior decision-maker	2018 CSR Report, A Message from Our Executive Chairman and Our Chief Executive Officer, and A Message from Our CSR Committee Chairman; pages 1-2
102-15	Key impacts, risks, and opportunities	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR, Corporate governance and risk management; pages 6, 8 2018 Annual Report; pages 9-33
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	2018 CSR Report, Our Vision, Purpose and Values; page 3
102-17	Mechanisms for advice and concerns about ethics	2018 CSR Report, Our Approach to CSR, Corporate governance and risk management, and Code of Conduct and Business Ethics; page 8 Walgreens Boots Alliance Code of Conduct and Business Ethics; pages 35-36
GOVERNANCE		
102-18	Governance structure	2018 CSR Report, Our Approach to CSR, Corporate governance and risk management; page 8 2019 Proxy statement; pages 4, 25-27
102-20	Executive-level responsibility for economic, environmental, and social topics	2018 CSR Report, Our Approach to CSR, Corporate governance and risk management; page 8 2019 Proxy statement; pages 4, 25-27, 30-31
102-21	Consulting stakeholders on economic, environmental, and social topics	2018 CSR Report, Stakeholder Engagement; pages 15-18 2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 Corporate Governance Guidelines; section 22
102-22	Composition of the highest governance body and its committees	2018 CSR Report, Our Approach to CSR, Corporate governance and risk management; page 8 2019 Proxy statement; pages 4, 12-17, 25-27
102-23	Chair of the highest governance body	2018 CSR Report, Our Approach to CSR, Corporate governance and risk management; page 8 2019 Proxy statement; pages 4, 7-8, 18-19
102-24	Nominating and selecting the highest governance body	2018 CSR Report, Our Approach to CSR, Corporate governance and risk management; page 8 2019 Proxy statement; pages 7-8
102-25	Conflicts of interest	2019 Proxy statement; page 19-21 Corporate Governance Guidelines; section 16
102-26	Role of highest governance body in setting purpose, values, and strategy	2018 CSR Report, Our Approach to CSR, Corporate governance and risk management; page 8 2019 Proxy statement; pages 25-27
102-27	Collective knowledge of highest governance body	Corporate Governance Guidelines; sections 12-13
102-28	Evaluating the highest governance body's performance	2019 Proxy statement; pages 29, 53-56 Corporate Governance Guidelines; sections 17-19
102-29	Identifying and managing economic, environmental, and social impacts	2018 CSR Report, Our Approach to CSR, Corporate governance and risk management; page 8 2018 CSR Report, Stakeholder Engagement; pages 15-18 2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
102-30	Effectiveness of risk management processes	2018 CSR Report, Our Approach to CSR, Corporate governance and risk management; page 8 2019 Proxy statement; pages 28-29
102-31	Review of economic, environmental, and social topics	2018 CSR Report, Our Approach to CSR, Corporate governance and risk management; page 8

GRI Content Index

GRI Disclosure		References and responses
102-32	Highest governance body's role in sustainability reporting	2018 CSR Report, Our Approach to CSR, Corporate governance and risk management; page 8
102-33	Communicating critical concerns	2019 Proxy statement; pages 32-33
102-36	Process for determining remuneration	2019 Proxy statement; pages 6, 46-52
102-37	Stakeholders involvement in remuneration	2019 Proxy statement; pages 5-6, 32-33, 46-52
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	2018 CSR Report, Stakeholder Engagement; pages 15-18
102-41	Collective bargaining agreements	2018 CSR Report, Workplace, Freedom of association and collective bargaining agreements; page 65
102-42	Identifying and selecting stakeholders	2018 CSR Report, Stakeholder Engagement; page 15
102-43	Approach to stakeholder engagement	2018 CSR Report, Stakeholder Engagement; pages 15-18 2018 CSR Report, Our CSR Materiality Assessment; page 10
102-44	Key topics and concerns raised	2018 CSR Report, Stakeholder Engagement; pages 15-18 2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	2018 Annual Report; pages 1-2
102-46	Defining report content and topic boundaries	2018 CSR Report, Stakeholder Engagement; pages 15-18 2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, About This Report; page 75
102-47	List of material topics	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
102-48	Restatements of information	2018 CSR Report, About This Report; page 75
102-49	Changes in reporting	2018 CSR Report, About This Report; page 75
102-50	Reporting period	2018 CSR Report, About This Report; page 75
102-51	Date of most recent report	2018 CSR Report, About This Report; page 75
102-52	Reporting cycle	2018 CSR Report, About This Report; page 75
102-53	Contact point for questions regarding the report	2018 CSR Report, About This Report; page 75
102-54	Claims of reporting in accordance with the GRI Standards	2018 CSR Report, Our Approach to CSR, GRI Standards; page 7 2018 CSR Report, GRI Content Index; page 76
102-55	GRI content index	2018 CSR Report, GRI Content Index; pages 76-89
102-56	External assurance	2018 CSR Report, About This Report, Data management process; page 75 2018 CSR Report, Assurance Report; pages 90-91

MATERIAL TOPICS

GRI 200 ECONOMIC STANDARD SERIES

ECONOMIC PERFORMANCE		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, About Our Company; page 4

GRI Content Index

GRI Disclosure		References and responses
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, About Our Company; page 4
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	2018 CSR Report, About Our Company; page 4 2018 CSR Report, Community, Corporate Giving; page 39 2018 Annual Report; pages 1, 105-109, 111-114
MARKET PRESENCE		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Workplace, Employee Health and Wellbeing; pages 64-68
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Workplace, Employee Health and Wellbeing; pages 64-68
GRI 202: Market Performance 2016		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Direct Response: The ratio of our standard entry-level hourly wage to local minimum wage varies from location to location around the world. This variation is necessary to comply with local conditions and with national wage minimums in countries that set them. Walgreens Boots Alliance values the contributions employees make and, thus, the Company consistently reviews wages guidelines to make updates where needed. For example, effective October 2018, the minimum wage for all store employees at Walgreens was raised to \$10 an hour (resulting in increased pay for over 100,000 employees), and Walgreens also implemented increased pay ranges for pharmacy technicians and distribution center general warehouse teams. In addition, we strive to work with suppliers who maintain Walgreens Boots Alliance's commitment to fair wages and hours for all workers. Standard entry level wage does not vary by gender.
INDIRECT ECONOMIC IMPACTS		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community; page 24
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community; page 24

GRI Content Index

GRI Disclosure		References and responses
GRI 203: Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	2018 CSR Report, Community, Health and Wellbeing; pages 26-29 2018 CSR Report, Community, Cancer Programs; pages 30-33 2018 CSR Report, Community, Supporting Young People; pages 34-38 2018 CSR Report, Community, Corporate Giving; page 39
ANTI-CORRUPTION		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 Walgreens Boots Alliance Code of Conduct and Business Ethics; pages 31-33
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 Walgreens Boots Alliance Code of Conduct and Business Ethics; pages 31-33
GRI 205: Anti-corruption 2016		
205-2	Communication and training about anti-corruption policies and procedures	<p>Direct Response: The Code of Conduct and Business Ethics extends to all Walgreens Boots Alliance officers and employees no matter where they are located in the world. A Walgreens Boots Alliance employee is any employee of Walgreens Boots Alliance, Inc. or any of its subsidiary companies. The Code also extends to any officers and employees of a business or company in which Walgreens Boots Alliance, Inc. or any of its subsidiaries has a controlling interest. It also extends to other parties acting on behalf of Walgreens Boots Alliance, Inc. or any of its subsidiaries, such as consultants, agents, intermediaries or other representatives of Walgreens Boots Alliance, including our Board of Directors.</p> <p>Walgreens Boots Alliance strives to maintain high ethical standards and requires its employees and others doing business with Walgreens Boots Alliance, 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.</p> <p>Every business and corporate function is required to ensure that bribery prevention processes, policies and procedures are embedded throughout its operations and understood by all employees, agents and contractors by ongoing internal and external communication. All businesses and corporate functions must ensure that training relating to anti-corruption and bribery procedures proportionate to the bribery risks is provided to all relevant employees.</p> <p>Our Board of Directors expects directors to act ethically at all times and to adhere to the Company's Code of Conduct and Business Ethics and other applicable policies.</p> <p>We require our suppliers to adopt responsible processes and practices to ensure the quality of goods or services provided to us meet, as a minimum the standards set out in the Code of Conduct and Business Ethics, Anti-Corruption, Bribery and Conflict of Interest Policy, and Health, Safety and Environmental Policy. Conversations about the policies take place as part of on-boarding suppliers and as part of ongoing supplier relationships.</p>

GRI Content Index

GRI Disclosure		References and responses
ANTI-COMPETITIVE BEHAVIOR		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 Walgreens Boots Alliance Code of Conduct and Business Ethics; page 15
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 Walgreens Boots Alliance Code of Conduct and Business Ethics; page 15
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 annual and quarterly reports filed with the SEC. We make these reports publicly available under "SEC Filings" at investor.walgreensbootsalliance.com.
GRI 300 ENVIRONMENTAL STANDARDS SERIES		
MATERIALS		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Environment, Waste; pages 49-51 2018 CSR Report, Focus, Our efforts to combat opioid abuse; pages 19-20 2018 CSR Report, Marketplace, Transparency and traceability; pages 56-58
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Environment, Waste; pages 49-51 2018 CSR Report, Focus, Our efforts to combat opioid abuse; pages 19-20 2018 CSR Report, Marketplace, Transparency and traceability; pages 56-58
GRI 301: Materials 2016		
301-2	Reclaimed products and their packaging materials	2018 CSR Report, Environment, Waste; pages 49-51 2018 CSR Report, Focus, Our efforts to combat opioid abuse; pages 19-20 2018 CSR Report, Marketplace, Transparency and traceability; pages 56-58
		Omission Part of Disclosure Omitted: Percentage of recycled input materials used to manufacture the organization's primary products and services Reason for Omission: Information unavailable Explanation for Omission: We expect to report for fiscal 2019 the percentage of recycled materials used in the packaging for our Boots UK owned brands, including some of our most iconic product lines. Walgreens Boots Alliance is also working on developing a comprehensive Company-wide plastics strategy, which we anticipate will be formally introduced in fiscal 2019. The Transparency and traceability section of this report provides information on recycling labels on our products.

GRI Content Index

GRI Disclosure		References and responses
ENERGY		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Environment, Energy; pages 42-48
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Environment, Energy; pages 42-48
GRI 302: Energy 2016		
302-1	Energy consumption within the organization	2018 CSR Report, Environment, Energy; pages 42-48 Omission Part of Disclosure Omitted: Total fuel consumption within the organization from renewable sources, in joules or multiples, and including fuel types used Reason for Omission: Information unavailable Explanation for Omission: Walgreens Boots Alliance currently does not have processes in place to measure fuel consumption within the organization from renewable sources. However, the Company has plans to review and establish processes in the next few years.
302-2	Energy consumption outside of the organization	2018 CSR Report, Environment, Energy; pages 42-48
302-4	Reduction of energy consumption	2018 CSR Report, Environment, Energy; pages 42-48
EMISSIONS		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Environment, Energy; pages 42-48
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Environment, Energy; pages 42-48
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	2018 CSR Report, Environment, Energy; pages 42-48
305-2	Energy indirect (Scope 2) GHG emissions	2018 CSR Report, Environment, Energy; pages 42-48
305-3	Other indirect (Scope 3) GHG emissions	2018 CSR Report, Environment, Energy; pages 42-48
EFFLUENTS AND WASTE		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Environment, Waste; pages 49-51
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Environment, Waste; pages 49-51

GRI Content Index

GRI Disclosure		References and responses
GRI 306: Effluents and Waste 2016		
306-2	Waste by type and disposal method	<p>2018 CSR Report, Environment, Waste; pages 49-51</p> <p>Omission</p> <p>Part of Disclosure Omitted: Total weight of hazardous waste, with a breakdown by disposal methods where applicable</p> <p>Reason for Omission: Information unavailable</p> <p>Explanation for Omission: Walgreens Boots Alliance currently does not have processes in place to measure hazardous waste and its breakdown of disposal methods. However, the company has plans to review and establish processes in the next few years.</p>
GRI 400 SOCIAL STANDARDS SERIES		
EMPLOYMENT		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	<p>2018 CSR Report, Our CSR Materiality Assessment; pages 10-14</p> <p>2018 CSR Report, Our Approach to CSR; pages 6-9</p> <p>2018 CSR Report, Workplace, Employee Health and Wellbeing; pages 62, 64-68</p> <p>2018 CSR Report, Workplace, Health and Safety; page 74</p>
103-3	Evaluation of the management approach	<p>2018 CSR Report, Our CSR Materiality Assessment; pages 10-14</p> <p>2018 CSR Report, Our Approach to CSR; pages 6-9</p> <p>2018 CSR Report, Workplace, Employee Health and Wellbeing; pages 62, 64-68</p> <p>2018 CSR Report, Workplace, Health and Safety; page 74</p>
GRI 401: Employment 2016		
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	2018 CSR Report, Workplace, Employee Health and Wellbeing; pages 64-68
DIVERSITY AND EQUAL OPPORTUNITY		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	<p>2018 CSR Report, Our CSR Materiality Assessment; pages 10-14</p> <p>2018 CSR Report, Our Approach to CSR; pages 6-9</p> <p>2018 CSR Report, Workplace, Equal Opportunities; pages 62, 69-73</p> <p>CSR Policy Statements, Diversity and Inclusion Policy Statement; page 5</p> <p>2019 Proxy statement; pages 4-5, 11</p>
103-3	Evaluation of the management approach	<p>2018 CSR Report, Our CSR Materiality Assessment; pages 10-14</p> <p>2018 CSR Report, Our Approach to CSR; pages 6-9</p> <p>2018 CSR Report, Workplace, Equal Opportunities; pages 62, 69-73</p> <p>CSR Policy Statement, Diversity and Inclusion Policy Statement; page 5</p> <p>2019 Proxy statement; pages 4-5, 11</p>
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	<p>2018 CSR Report, Workplace, Equal Opportunities; pages 69-73</p> <p>2019 Proxy statement; pages 4-5, 11</p>

GRI Content Index

GRI Disclosure		References and responses
LOCAL COMMUNITIES		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community; page 24
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community; page 24
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	2018 CSR Report, Community, Health and Wellbeing; pages 26-29 2018 CSR Report, Community, Cancer Programs; pages 30-33 2018 CSR Report, Community, Supporting Young People; pages 34-38 2018 CSR Report, Community, Corporate Giving; page 39 Direct Response: The Walgreens Boots Alliance CSR 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 CSR programs and are delivered jointly with the partnering organization. The Community section of this report contains a number of examples of the impact of such programs. 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. Walgreens representatives frequently participate in forums and consortiums to contribute to community consultations and research, which often focus on vulnerable groups. In the UK, Boots works with long-term national partners to support local communities.
SUPPLIER SOCIAL ASSESSMENT		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Marketplace, Ethical sourcing; pages 59-60 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55 2018 Modern Slavery and Human Trafficking Statement
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Marketplace, Ethical sourcing; pages 59-60 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55 2018 Modern Slavery and Human Trafficking Statement

GRI Content Index

GRI Disclosure		References and responses
GRI 414: Supplier Social Assessment 2016		
414-2	Negative social impacts in the supply chain and actions taken	2018 CSR Report, Marketplace, Ethical sourcing; pages 59-60 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55 2018 Modern Slavery and Human Trafficking Statement
PUBLIC POLICY		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
GRI 415: Public Policy 2016		
415-1	Political contributions	Policy engagement and political activities page of Investor Relations section on www.walgreensbootsalliance.com .
CUSTOMER HEALTH AND SAFETY		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR, Customer, patient and product safety; page 9 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR, Customer, patient and product safety; page 9 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR, Customer, patient and product safety; page 9 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55
GRI 416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	2018 CSR Report, Our Approach to CSR, Customer, patient and product safety; page 9 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55
MARKETING AND LABELING		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR, Customer, patient and product safety; page 9 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55

GRI Content Index

GRI Disclosure		References and responses
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR, Customer, patient and product safety; page 9 2018 CSR Report, Environment, Beauty and sustainability in Boots UK, Efforts to reduce single-use plastics; pages 48, 51 2018 CSR Report, Marketplace, Transparency and traceability; pages 56-58 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR, Customer, patient and product safety; page 9 2018 CSR Report, Environment, Beauty and sustainability in Boots UK, Efforts to reduce single-use plastics; pages 48, 51 2018 CSR Report, Marketplace, Transparency and traceability; pages 56-58
GRI 417: Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	2018 CSR Report, Environment, Beauty and sustainability in Boots UK, Efforts to reduce single-use plastics; pages 48, 51 2018 CSR Report, Marketplace, Transparency and traceability; pages 56-58 2018 CSR Report, Our Approach to CSR, Customer, patient and product safety; page 9 2018 CSR Report, Marketplace, Our Approach to Responsible Sourcing; pages 54-55
CUSTOMER PRIVACY		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR, Data privacy and security; page 9
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR, Data privacy and security; page 9
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	2018 CSR Report, Our Approach to CSR, Data privacy and security; page 9 Direct Response: We are unaware of any significant substantiated complaints against us in fiscal 2018 concerning breaches of customer privacy and losses of customer data which would have required us, under federal or state law, to broadly notify customers or other parties about a breach or take other significant steps to remediate injuries caused by such breach.
ACCESS TO AFFORDABLE AND QUALITY HEALTH CARE		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community, Health and Wellbeing; pages 26-29 2018 CSR Report, Community, Cancer Programs; pages 30-33

GRI Content Index

GRI Disclosure		References and responses
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community, Health and Wellbeing; pages 26-29 2018 CSR Report, Community, Cancer Programs; pages 30-33
CONSUMER HEALTH EDUCATION AND MARKETING		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community, Health and Wellbeing; pages 26-29 2018 CSR Report, Community, Cancer Programs; pages 30-33 2018 CSR Report, Community, Supporting Young People; pages 34-38 2018 CSR Report, Marketplace, Transparency and traceability; pages 52, 56-58
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community, Health and Wellbeing; pages 26-29 2018 CSR Report, Community, Cancer Programs; pages 30-33 2018 CSR Report, Community, Supporting Young People; pages 34-38 2018 CSR Report, Marketplace, Transparency and traceability; pages 52, 56-58
PRESCRIPTION DRUG ABUSE		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Focus, Our efforts to combat opioid abuse; pages 19-20 2018 CSR Report, Community, Health and Wellbeing; pages 26-29
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Focus, Our efforts to combat opioid abuse; pages 19-20 2018 CSR Report, Community, Health and Wellbeing; pages 26-29
CANCER CURE AND PREVENTION		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community, Health and Wellbeing; pages 26-29 2018 CSR Report, Community, Cancer Programs; pages 30-33

GRI Content Index

GRI Disclosure		References and responses
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community, Health and Wellbeing; pages 26-29 2018 CSR Report, Community, Cancer Programs; pages 30-33
CHEMICAL USE AND MANAGEMENT		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Marketplace, Transparency and traceability; pages 52, 56-58
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Marketplace, Transparency and traceability; pages 52, 56-58
ANIMAL TESTING		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Marketplace, Transparency and traceability; pages 52, 56-58
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Marketplace, Transparency and traceability; pages 52, 56-58
TOBACCO USE		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14
103-2	The management approach and its components	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community, Smoking cessation; page 29
103-3	Evaluation of the management approach	2018 CSR Report, Our CSR Materiality Assessment; pages 10-14 2018 CSR Report, Our Approach to CSR; pages 6-9 2018 CSR Report, Community, Smoking cessation; page 29

Assurance Report

GRI Disclosure 102-56

Independent Accountants' Review Report

Board of Directors, Stockholders and Stakeholders
Walgreens Boots Alliance, Inc., Deerfield, Illinois



We have reviewed the following indicators presented in the 2018 Corporate Social Responsibility ("CSR") Report (the Walgreens Boots Alliance specified indicators and Global Reporting Initiative ("GRI") specified indicators, collectively the "specified indicators") of Walgreens Boots Alliance, Inc. (the "Company") for the period or date indicated below.

Walgreens Boots Alliance Specified Indicators for the fiscal year ended August 31, 2018:

Environment

1. Total Company CO₂e emissions, by source
2. Total Company CO₂e emissions, by Division
3. Total Company CO₂e emissions, by Scopes 1, 2 and 3
4. Energy use, by Division
5. CO₂e emissions from energy, by Division
6. CO₂e emissions from energy, by type
7. CO₂e emissions from product delivery, by Division
8. CO₂e emissions from business travel, by Division
9. CO₂e emissions from business travel, by type
10. Business travel—air (by length of haul)
11. CO₂e emissions from business travel, per 1,000 employees, by Division and for the Company

12. Waste by method of disposal

13. Waste by Division

Corporate Giving

1. Corporate giving by Division
2. How the Company contributes—cash and non-cash
3. Areas impacted by the Company's contributions
4. The types of organizations the Company contributes to

Walgreens Boots Alliance Specified Indicators as of August 31, 2018:

Workplace

1. Employees by Division
2. Employee retention
3. Employees by gender
4. Employees by category (manager and non-manager)
5. Employees by age group
6. Race, ethnicity of Retail Pharmacy USA employees
7. Women employees by Division and in the Company
8. Employment by type (temporary, permanent, part-time and full-time)

GRI Specified Indicators for the fiscal year ended August 31, 2018:

- | | |
|--|-----------------------------|
| 1. Access to affordable and quality healthcare - | GRI 103 management approach |
| 2. Product safety - | GRI 416-1 |
| 3. Consumer health education and marketing - | GRI 103 management approach |
| 4. Responsible and ethical supply chains - | GRI 414-2 |
| 5. Employee health, safety and wellbeing - | GRI 401-2 |
| 6. Prescription drug abuse - | GRI 103 management approach |
| 7. Data privacy and security - | GRI 418-1 |
| 8. Product labeling and transparency - | GRI 417-1 |

The Company's management is responsible for preparing and presenting the above Walgreens Boots Alliance specified indicators in accordance with the Walgreens Boots Alliance CSR Performance Data Basis of Preparation, which is available in the Corporate Responsibility area of the Company's corporate website in the "About this report" section. In addition, the Company's management is responsible for preparing and presenting the above GRI specified indicators in accordance with the Global Reporting Initiative (GRI) Standards set forth for each of the GRI specified indicators in the GRI Index on pages 76-89 in the 2018 CSR Report. Our responsibility is to express a conclusion on the specified indicators based on our review.

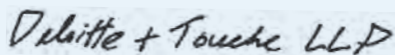
Our review was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform the review to obtain limited assurance about whether any material modifications should be made to the specified indicators in order for them to be presented in accordance with the criteria. A review is substantially less in scope than an examination, the objective of which is to obtain reasonable assurance about whether the specified indicators are presented in accordance with the criteria, in all material respects, in order to express an opinion. Accordingly, we do not express such an opinion. We believe that our review provides a reasonable basis for our conclusion.

The preparation of specified indicators within the Walgreens Boots Alliance CSR Report requires management to establish 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 and sustainability metrics, some of which may be referred to as estimates, is subject to substantial inherent measurement uncertainty. Obtaining sufficient, appropriate review evidence to support our conclusion does not reduce the inherent uncertainty in the amounts and metrics. The selection by management of different but acceptable measurement methods, 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 or metrics being reported.

Based on our review, we are not aware of any material modifications that should be made to the:

- Walgreens Boots Alliance specified indicators in order for them to be presented in accordance with the Walgreens Boots Alliance CSR Performance Data Basis of Preparation, which is available in the Corporate Responsibility area of the Company's corporate website in the "About this report" section.
- GRI specified indicators in order for them to be presented in accordance with the GRI Standards set forth for each of the specified indicators in the GRI Index on pages 76-89 in the Walgreens Boots Alliance CSR Report.

The comparative specified indicators for periods prior to August 31, 2018, and all other information presented within the Walgreens Boots Alliance CSR Report were not reviewed by us and, accordingly, we do not express any assurance on them.



DELOITTE & TOUCHE LLP
Chicago, IL
January 16, 2019

Legal Notice

Forward-looking statements

All statements in this report that are not historical, including goals for and projections of future results, the expected execution and effect of our Corporate Social Responsibility strategies and initiatives and the amounts and timing of their expected impact, constitute forward-looking statements that are based on current societal, market, competitive and regulatory expectations. These forward-looking statements are not guarantees of future performance and are subject to risks, uncertainties and assumptions, known or unknown, which could cause actual results to vary materially. These statements speak only as of the date they are made and, except to the extent required by the law, Walgreens Boots Alliance undertakes no obligation to update publicly any forward-looking statement included in this report, whether as a result of new information, future events, changes in assumptions or otherwise. Please see Walgreens Boots Alliance's latest Form 10-K and subsequent SEC filings for a discussion of risk factors as they relate to forward-looking statements.

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Exchange rates basis of preparation

Foreign currency amounts have been presented in U.S. dollars for consistency, having been translated at the average exchange rate for the 12 months ending August 31, 2018. The most significant rates are 1.35 U.S. dollar per British pound sterling and 1.19 U.S. dollar per euro.

Funds raised in British pounds sterling or in euros over multi-year periods were converted to U.S. dollars using average exchange rates for the reporting periods in which the funds were raised.

Photo credits

Page 37: Samuel Kirby

Page 45, top: Professional Retail Store Maintenance Association (PRSM)

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