



# REDI: Retail Employees with Disabilities Program Guide

## Focusing on ability

Walgreens is on a mission to champion the health and well-being of every community in America. We embrace diversity in all of its dimensions, and we strive to provide an inclusive workplace in which people with disabilities and without can work collaboratively and effectively, side by side.

Walgreens works closely with community organizations, vocational rehabilitation agencies, and state and local social services agencies, to identify and screen REDI program candidates.

*“REDI teaches valuable career skills that give candidates the tools to be successful in any retail setting. We continue to learn incredible things from everyone involved in this meaningful initiative and believe in the power of ability.”*

**Skip Bourdo**

Corporate Operations Vice President, Pharmacy & Retail Field Operations

Agency role	Walgreens role
<ul style="list-style-type: none"><li>Secure the necessary resources to execute training program in our stores (e.g., job coach, externs, proof of insurance, etc.).</li></ul>	<ul style="list-style-type: none"><li>Provide in-store training site and retail expertise.</li></ul>
<ul style="list-style-type: none"><li>Obtain funding through private and public sources.</li></ul>	<ul style="list-style-type: none"><li>Offer standardized training on primary competencies and skills for the Customer Service Associate role.</li></ul>
<ul style="list-style-type: none"><li>Provide on-site coaching for REDI externs for the duration of training.</li></ul>	<ul style="list-style-type: none"><li>Conduct skills evaluation.</li></ul>

## Here's how REDI works

- REDI is a 3- to 4-week, in-store retail and customer service skills training program.
- Walgreens store managers train registered community agency job coaches.
- Agency job coaches train REDI externs on-site using Walgreens REDI curriculum.

- REDI training covers such Customer Service Associate (CSA) competencies as how to unload trucks, stock shelves, run a cash register, etc.
- Store managers evaluate once REDI training concludes.
- REDI program graduates are welcome to apply for positions with Walgreens.
- Those who graduate REDI and attain an evaluation score of 3.0 or higher:
  - Earn a “recommended for hire” designation,
  - Can bypass the standard Hourly Selector assessment if applying for CSA roles at Walgreens, and
  - Will be able to apply for CSA positions nationwide.
- REDI graduates who do not obtain the 3.0 rating also may apply for open CSA roles and will need to complete the standard Hourly Selector assessment
- REDI program participation provides an opportunity, *not* a job guarantee

### **Creating life-changing opportunities**

Through REDI Walgreens provides people with disabilities with an opportunity to learn retail and customer service skills and potentially qualify for employment at Walgreens and other retailers that require similar training.

Since the program launched in 2012, more than 1,300 people with disabilities have completed REDI skills training in Walgreens stores across the nation. In the process, REDI participants have gained new skills and confidence. REDI graduates have told us the experience enabled them to build lives that otherwise might not have been possible, simply because opportunities were not presented to them.

### **REDI for more**

At Walgreens, diversity and inclusion is at the center of everything we do. Throughout our history, we have always welcomed people with disabilities into our stores and onto our team. Through the REDI program, we are proudly opening our doors even wider.

Prospective REDI externs and their parents can check the [Walgreens REDI Agency Roster](https://www.walgreens.com/topic/sr/sr_disability-inclusion.jsp) at [https://www.walgreens.com/topic/sr/sr\\_disability-inclusion.jsp](https://www.walgreens.com/topic/sr/sr_disability-inclusion.jsp) or search for disability-inclusive community agencies in their areas. Agencies interested in registering to deliver REDI training can visit [Walgreens REDI agency portal](http://redi.walgreens.com) at <http://redi.walgreens.com>.

Walgreens is an Equal Opportunity Employer and welcomes individuals of diverse talent and backgrounds. Walgreens promotes and supports a drug-free workplace.