



# The power of preparation

Walgreens on the front lines in times of crisis

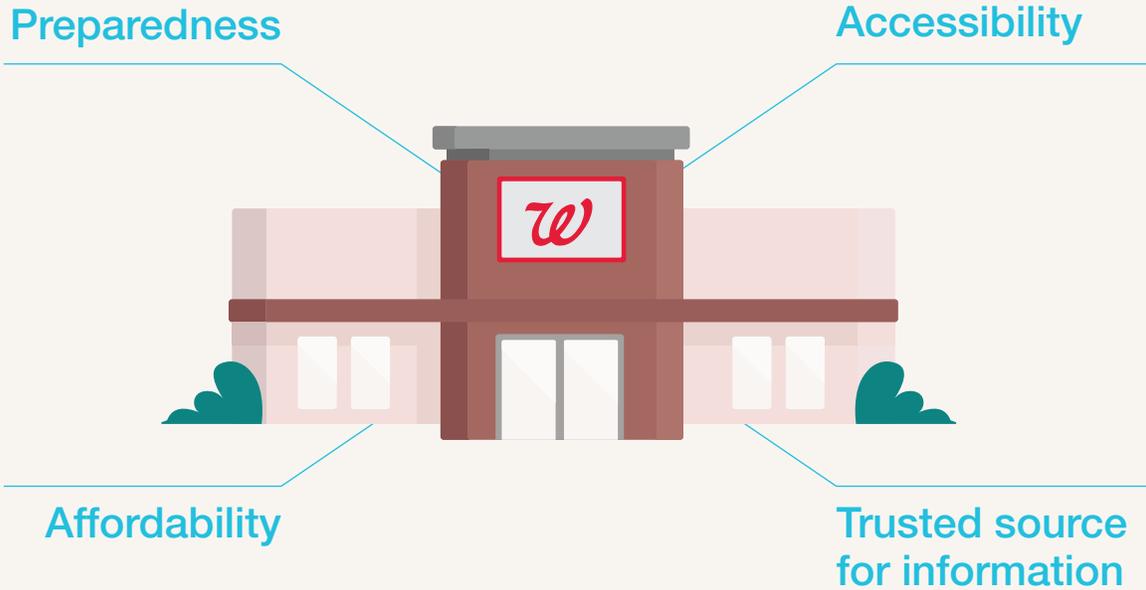
*Walgreens*

We've never been more connected,  
never more dependent on each other  
than we are today.



With intertwined economies and supply chains, a crisis that begins across the country or half a world away can affect day-to-day life just as much as one close to home.

Walgreens understands that. And we understand the vital role our pharmacies play in our communities and our national public health. That's why we're constantly planning ahead, ready to serve on the front lines of healthcare support for our customers, patients, partners and clients. We're committed to being there with the medications, products and support our communities need, when they need them.



## Ready for tomorrow today

Proper preparation is intentional. At Walgreens, we focus on preparedness and training, accessibility, affordability and being a trusted source for information. We bring to bear our nationwide resources, support systems and infrastructure to respond quickly, compassionately and effectively during natural disasters, emergencies—even pandemics.



**78%**  
**all Americans**  
live within five miles  
of a Walgreens.<sup>1</sup>



**52%**  
**of Walgreens locations**  
are in socially vulnerable areas.<sup>2</sup>



**22%**  
**increase in use**  
of the Walgreens App compared  
to the same time last year, and  
a 12% increase year to date.<sup>3</sup>



# Preparedness

Every day, millions of Americans trust Walgreens for high-quality customer service and patient care. It's a responsibility we take seriously. To effectively support and provide necessary services, a systematic, flexible approach is needed. Preparedness is required.

We have a proven plan and protocols in place to minimize disruptions and to keep stores open and operating—or provide other solutions, such as mobile locations, to meet patients' and customers' needs—so we can all return to normal as quickly as possible.



## Ready when needed

Walgreens has a long history of being there for our customers and communities when they need us most. We knew early on we'd play an important role in the COVID-19 response.

Through the global reach of Walgreens Boots Alliance, Walgreens used valuable insights from our Retail Pharmacy International division to prepare for COVID-19.

## The value of essential workers

During the COVID-19 pandemic, our front-line workers have supported the health and wellbeing of our customers, patients and team members. They are the core of our business, working around the clock to serve as a critical point of care for our patients, as well as providing access to important household essentials that people need.

## Supply chain

Walgreens doesn't let our supply chain get interrupted. We apply our strong, flexible processes and proven tools to help us continue to meet the needs of our patients, customers, partners and clients.

### In times of crisis, we:

- Initiate proven practices from previous crises
- Address supply concerns quickly by engaging additional vendors to fill gaps or shortages
- Adapt current processes and create new ones to improve monitoring and detection of supply issues
- Streamline shipping and distribution so products and medications reach our stores quickly
- Deliver on patients' and consumers' shifting needs by working directly with manufacturers to bring more products into stores
- Listen, learn and collaborate to refine processes and best practices with our global Walgreens Boots Alliance counterparts



**1.1 million**  
**N95 masks**

were secured for our pharmacists and employees in February 2020 prior to launching COVID-19 testing.



## Did you know?

- Walgreens Security Operations Center strategically identified the East Coast areas that would be most drastically affected by Hurricane Sandy and deployed 200 electric generators in preparation a full week prior to the storm.
- In preparation for Hurricane Harvey, Walgreens staged portable generators throughout southeast Texas and deployed them to a number of stores. Walgreens provided one of those generators to the city of Victoria, Texas, to support its city facilities.
- In advance of Hurricane Florence, Walgreens readied mobile pharmacies and emergency power generators near the path of the storm to deploy to drugstores damaged or unable to reopen in a timely manner.



## Business Continuity Management

Although we can't predict the future, we can prepare for it. Walgreens has developed a Business Continuity Management (BCM) program to help people across the world lead healthier and happier lives during good times and times of crisis. The BCM program is built on our core values of trust, care, innovation, partnership and dedication. It is structured around the principle of providing continuity of service before, during and after a crisis to our most important audiences—team members, customers, patients and the communities that we serve.

### Protecting people, processes and places

- **Activate BCM plan and capabilities:** Walgreens helps mitigate incidents and enable response and recovery to unplanned business disruptions of varying severity and scope to ensure continued delivery of high-quality customer service and patient care.
- **Launch Crisis Management Team:** Walgreens and Walgreens Boots Alliance executives address any events that may have a more systemic or potentially severe impact on Walgreens business, brand or reputation, or that require strategic decisions that fall outside of the company's normal operating procedures.
- **Provide guidance and alerts:** Around-the-clock, real-time alerts and critical guidance are provided through our Security Operations Center.
- **Initiate our Corporate Emergency Response Team**

### Staying open for business

- **Boost community awareness** of Walgreens emergency preparedness efforts and capabilities by working closely with external public health organizations and other stakeholders
- **Stock an adequate supply** of high-demand medication
- **Use guidelines** based on government partners and the National Fire Protection Association 1600 standard on continuity, emergency and crisis management
- **Incorporate CDC guidelines** into our processes and create safe environments during the COVID-19 pandemic
  - Minimizing potential exposure threats for customers and patients
  - Providing personal protective equipment for employees' and pharmacists' safety
  - Making sure crisis plans and protocols are properly executed when necessary





# Accessibility

Even in a crisis, patients must be confident that they can get their medication. Walgreens has redundant systems and multiple channels that help patients get the medication they need, when they need it. We also initiate tactics to inform customers how and where to get their medication right away.

## Natural disasters

Walgreens doesn't let our supply chain get interrupted. We apply our strong, flexible processes and proven tools to help us continue to meet the needs of our patients, customers, partners and clients.

### Our commitment

- Reopen affected stores quickly
- Provide service to areas in need by extending hours
- Meet patients and customers where they are with services such as:
  - Setting up mobile pharmacies and clinics
  - Staffing shelters with our pharmacists
  - Sending our pharmacists to accompany doctors to rural areas

## Pandemics

We're on the front lines, working closely with the government and health organizations to coordinate and bolster communities' well-being.

### Promote safety

- Advocate the use of telehealth to minimize in-person interactions
- Engage patients and customers digitally to share CDC information and availability of drive-thru hours, curbside pickup and the senior shopping hour
- Empower patients and customers to locate the nearest Walgreens through the "Find a store" digital tool on Walgreens.com
- Use social media and an email consumer campaign promoting online shopping



## 💡 Did you know?

During hurricanes Irma and Maria:

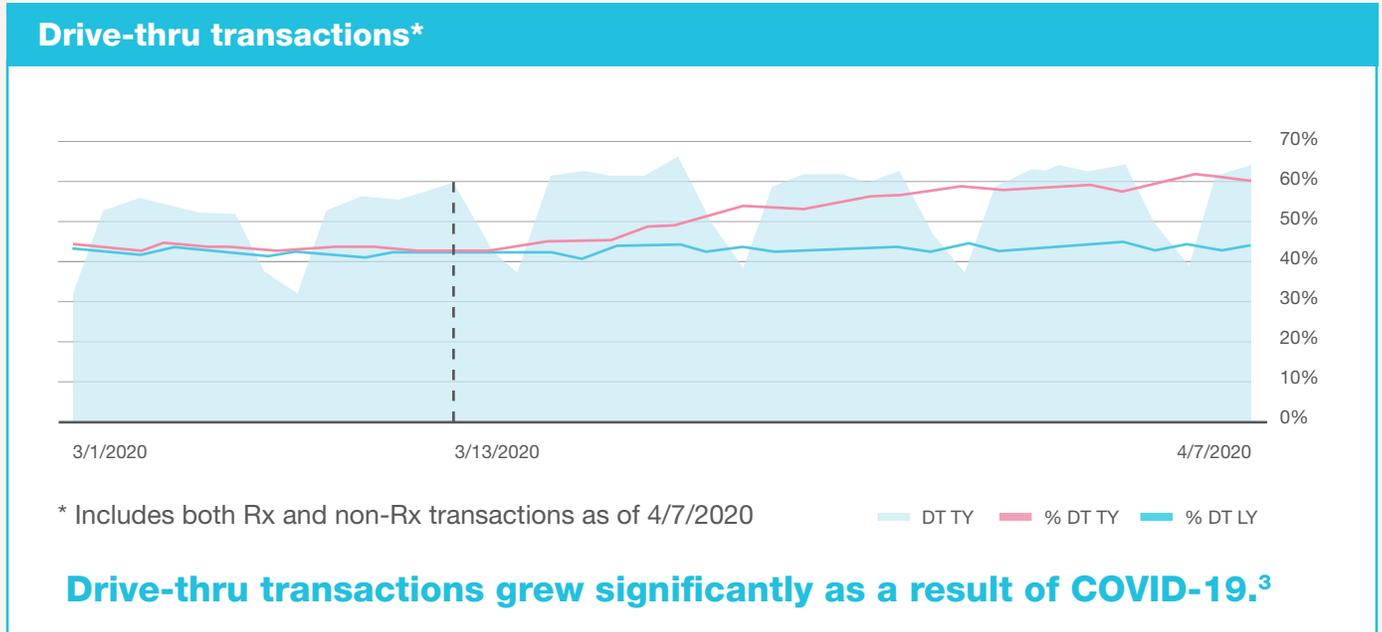
- 43,915 maintenance prescriptions were filled through our pharmacies in the three days prior to hurricane landfall
- 453 percent more patients filled prescriptions outside of their home store during the crisis, including 5,720 refilling in 45 other states
- Six temporary mobile pharmacies were set up to serve patients from stores that had been destroyed
- Nine pharmacies provided medication to evacuee shelters

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- At the White House on March 13, 2020, Walgreens publicly pledged its commitment to aiding the administration in providing access to COVID-19 testing.
  - Walgreens worked with the White House and every state so our pharmacists have authorization to conduct COVID-19 testing. We continue to work with the government so that our pharmacists will be able to administer the vaccine when it becomes available.
  - Walgreens provides COVID-19 testing in 49 states, Washington, D.C., and Puerto Rico.
  - Walgreens uses geotargeted digital messaging to inform patients and customers about COVID-19 testing locations and services in their area.

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- Walgreens is an essential business. Our stores have remained open during the COVID-19 pandemic to help provide patients and customers with critical access to the care, products and services they need.
  - Walgreens minimizes disruptions for our hospital partners through:
    - Curbside pickup
    - Bedside delivery
    - Nurse runners

## The value of multichannel accessibility

During the COVID-19 pandemic, Walgreens met the changing needs for how patients filled prescriptions.



**Free**  
**Walgreens Express<sup>®</sup>**  
**prescription delivery**  
 during the COVID-19 pandemic.  
 Deliveries increased from fewer than  
 100 a day to several thousand per day.<sup>3</sup>



**200%**  
**increase in Postmates**  
 sales in NYC area vs.  
 pre-pandemic.<sup>3</sup>



**70%**  
**of stores deliver 60%**  
 of pharmacy volume through  
 the drive-thru window.<sup>3</sup>



**30%**  
**increase in use**  
**of Pharmacy Chat**  
 per day on average, where they  
 can reach a pharmacist 24/7.<sup>4</sup>



# Affordability

Times of crisis create great concerns. Affording vital medication shouldn't be one. Natural disasters or pandemics affect jobs and income, making family budgets tight. Walgreens supports the community with ways that help eliminate the barrier of affordability so patients can get—and stay on—their medication.

## Prescription Savings Club

Available to customers in most state, our Prescription Savings Club helps patients save money by offering value-priced generics at \$5, \$10 or \$15. We also help specialty patients access and afford various other medications for comorbidities, which is critical for overall adherence, health and well-being.

### **In response to the COVID-19 pandemic, we instituted affordability initiatives such as:**

- Weekly senior discount day and daily shopping hour so seniors can get what they need while avoiding crowds
- Free delivery on online orders
- First responder discount day
- No-cost COVID-19 testing\*
- Free prescription delivery through Walgreens Express®



### Did you know?

- During hurricanes Irma and Maria, 4,201 free emergency prescriptions were provided to the community in the 12 weeks following the hurricanes.
- Our community outreach program has helped more than 1 million senior patients obtain their medication, over-the-counter drugs and other essential needs so they can continue to self-isolate and social distance during the COVID-19 pandemic.<sup>5</sup>





# Trusted source for information

People look for guidance and information from a dependable source to help them through a crisis. Walgreens cuts through the noise to provide reliable, trusted information and evidence-based solutions and care.

## Messaging to the community

By connecting with our patients and customers through a variety of tactics such as social media, direct messaging and other digital channels, we provide relevant education and answers to their questions. And we use Walgreens.com as well as the Walgreens App to share the latest information from organizations such as the CDC in a friendly, easy-to-understand way.

## Tailoring communications

We use targeted digital channels to highlight services near where patients or customers live, such as drive-thru, COVID-19 testing sites and Walgreens Find Care®.

## Leading with digital

Through our innovative digital tools, patients and customers have the support they need, where and when they need it. An example is Find Care®, which is available online and through the Walgreens App. It helps connect patients with convenient, affordable access to care while practicing social distancing. Another example is our Ask a Pharmacist video series, which provides expert, clear answers to real questions from customers.



## Did you know?

When the Grand Princess cruise ship was quarantine for COVID-19 off the coast of California, many of the 3,500 passengers ran out of their much-needed prescriptions. Our team of pharmacists and pharmacy technicians worked extra hours to fill 400 prescriptions within a single weekend. They also filled an additional 1,000 prescriptions submitted by the ship.

To further promote social distancing, we waived delivery fees on eligible prescriptions, and expanded drive-thru offerings to include more than 60 front-end products in addition to prescriptions.

## Staying connected

Patients and customers trust Walgreens, the Walgreens App and Walgreens.com as a source for reliable information.



**160%**  
**increase of online traffic**  
year over year over the past  
7 weeks.<sup>†3</sup>



## Weekly emails

keep Walgreens clients informed on what we're doing to support them and the communities we serve throughout the pandemic.

### Walgreens Find Care®



**48%**  
**increase to 3M visits**  
from prior quarter.<sup>†6</sup>



**14x**  
**more visits**  
vs. last year.<sup>§6</sup>



# Prepared for the future, today

The health, safety and well-being of our patients, customers and colleagues comes first—in good times and times of crisis. During a pandemic, natural disaster or other emergency, we have the resources, support systems and infrastructure in place to act quickly and effectively. And we work closely with our partners across the ecosystem to maintain business continuity so we're there for our communities when they need us most.

**That is the power of preparedness. That is Walgreens.**

\*Patients should not expect any out of pocket costs for COVID-19 testing but should check with their health plan first.

†March-April 2019 compared to March-April 2020.

‡ Q3 vs. Q2 2020.

§ 2020 vs. 2019.

1. Walgreens data on file. Market Planning & Research. 2020. 2. Walgreens Medicaid population data on file. August 2020. 3. Walgreens Internal Analysis of Find Care. HealthCare Innovation Team. March 2020–April 2020. 4. Walgreens Internal Analysis of Find Care. HealthCare Innovation Team. March 2020. 5. Walgreens data on file. Retail Pharmacy Operations. March 2020–August 2020. 6. Fiscal 2020 Third Quarter Results. Walgreens Boots Alliance. July 2020.

[Walgreens.com/disaster-preparedness](https://www.walgreens.com/disaster-preparedness)

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