



Green Cross for Safety® Awards 2020 Finalist - Excellence

Walgreens

Walgreens touches millions of lives around the world every day, through the medicines they dispense and distribute to their convenient retail stores. Their mission is to help people lead healthier and happier lives. At the heart of that mission is a collection of 200,000 valued employees. Without them, it would not be possible to pursue Walgreen's mission. Taking care of their health and wellbeing remains a top priority.

As part of those efforts, establishing an Occupational Safety Leader-Led model and Advocacy Care model allowed Walgreens to shift the organization's care culture to be safety centric. The journey to transform a culture into an enriched leader-led movement takes authentic commitment across the entire organization. Walgreens did so through training, communications, accountability and on-going recognition.

Focused efforts were put in place to address Walgreens team members' occupational injuries and liabilities to minimize risk and provide urgent and proper care. A strong example of the Occupational Safety Leader-Led Model is their targeted initiative of personal safety related to workplace violence. In addition, they implemented targeted community safety programs such as Senior Safety Day and the Safe Medication Disposal Program – both of which provide education, awareness and solutions to reducing injuries and preventing deaths.

Results:

- Over the past five years, total claim volume, including team members, customers, druggist liability and auto liability, has been reduced over 40% across the entire Walgreen Co. book of business. Walgreens successfully eliminated almost 1 out of every 2 liability claims.
- Over the past four years, team member injuries related to workplace violence events has seen a 58% reduction.

The Walgreens Occupational Safety Leader-Led Model and Advocacy Care Model has and continues to demonstrate significant and positive results both in customer and team member experience and financial savings. Walgreens continues to demonstrate the effectiveness of an agile, innovative and customer-centered way of working that delivers outcomes by defining safety responsibilities, enforcing accountability, building trusting relationships, celebrating successes, showing care, inspiring others and winning together. By putting people first and staying abreast of industry best practices and opportunities for improvement, Walgreens has exhibited consistent and best-in-class commitment to safety.