

CASE STUDY

Walgreens

Walgreens' Approach and Commitment to Workplace Mental Health

Walgreens' employee vision is to care for its team members as whole people. Supporting employee well-being – body, mind, and spirit – and that of their family members is key to realizing this vision. The company strives to develop comprehensive programs and benefits that meet its team members' needs, whether at its corporate offices, distribution centers, or nearly 9,000 retail locations across the U.S. Walgreens focuses on a wide range of workforce populations and continually listens to its team members to understand how the company can best support their health and well-being.

As part of its commitment to mental health, Walgreens' investments go beyond its team members' time at work by delivering both professional and personal support. The organization knows that when it meets the needs of its people, the team is also best equipped to serve its customers and patients.

We're continually listening to our team members to understand how we can best support their health and well-being. The relationship between employers and employees has never been more critical.

Walgreens was making investments to provide access to mental health resources for its employees many years before the COVID-19 pandemic, including expanding its Employee Assistance Program (EAP) benefits, offering more services like free counseling sessions, and having all company-sponsored medical and prescription drug plans include comprehensive mental health care for eligible employees. In 2019, it also launched a mental health first-aid training program for both members of its human resources team and a subset of Walgreens pharmacists.

When it comes to leadership, Walgreens encourages its managers to lead with authenticity and vulnerability to forge strong relationships with their groups and ensure team members can bring their "whole selves" to work. Walgreens managers also work to encourage an open dialogue and create an inclusive environment and "safe space" for employees to talk about whatever may be on their minds. Additionally, Walgreens strives to continually get a pulse on how their people feel through regular surveys and in-person conversations.

Walgreens Programs and Benefits that Support Team Member Well-being

Walgreens has long offered a wide range of mental and behavioral health benefits and services and has since expanded these offerings. For Walgreens, and employers everywhere, the pandemic amplified the need to prioritize and support their workforce in a way few companies had considered before. In May 2022, Walgreens introduced additional resources as part of its Be Well Connected initiative.

Some of these resources include:

- Through its EAP, Walgreens' Life365 platform offers digital mental health tools, 24/7 access to counseling, unlimited virtual visits, and five free mental health counseling or therapy sessions for team members and their families that can be conducted virtually or in person.
- Walgreens offers Journey Live, a web-based platform and mobile app featuring live classes with expert instructors in which team members can interact and ask questions. A wide range of classes is available, ranging from five to 30 minutes, and includes the opportunity for on-demand replay. Topics include managing stress, reducing anxiety, improving life-work balance, and getting better sleep. Just three months after launch, more than half of its U.S. team members and family members have downloaded and are using the app today.

- Walgreens also introduced iNDIEFLIX, a documentary film series featuring mental health topics, including anxiety, social media addiction, cyberbullying, and harassment. Each film includes empowering strategies and practical tips. The “premiere” of each film is accompanied by an internal panel discussion with Walgreens team members and leaders.
- Walgreens communicates frequently with team members across a wide range of platforms. News and information regarding benefits and services available through programs like Be Well Connected are shared via direct mail, email, the company intranet, WConnect (team member mobile app), and workplace fliers. They also post regular videos with HR leaders, its chief medical officer, and others to continually help get the word out to team members.

We strive to foster a workplace where team members feel supported, respected, and celebrated for being their authentic selves. We're committed to providing access to a wide range of tools and resources they may need.

Walgreens is also deeply committed to unlocking the organization’s full potential by fostering an environment where team members can come to work and be unapologetically human. It embraces diversity, equity, and inclusion to make the workplace function for all team members and their families, including working parents, single parents, and caregivers. Walgreens believes having a diverse workforce that reflects the communities it serves helps them better understand and respond to its customers and patients.

About Walgreens

Walgreens (www.walgreens.com) is an integrated health care, pharmacy and retail leader serving millions of customers and patients every day, with a 120-year heritage of caring for communities. With nearly 9,000 retail locations across America, Puerto Rico, and the U.S. Virgin Islands, Walgreens is proud to be a neighborhood health destination serving approximately 9 million customers daily. Walgreens pharmacists play a critical role in the U.S. health care system by providing a wide range of pharmacy and healthcare services.

