

Message

From: Gates, Rick [rick.gates@walgreens.com]
Sent: 5/12/2013 9:56:40 PM
To: Creek, Cheryl [cheryl.creek@walgreens.com]; Arnold, Brian [brian.arnold@walgreens.com]
CC: Umbleby, Mike [mike.umbleby@walgreens.com]; Cygan, Gregg [gregg.cygan@walgreens.com]
Subject: FW: OpsAdmin Weekly dashboard 5/8
Attachments: image001.gif; ATT00001.htm; Dashboard0508.pdf; ATT00002.htm

Cheryl/Brian,

Let's discuss this tomorrow to come up with a plan of attack.

Rick

From: Wagner, Mark
Sent: Sunday, May 12, 2013 9:54 PM
To: Gates, Rick
Cc: Flanagan, Roxanne; Kunicki, Jeremy
Subject: Fwd: OpsAdmin Weekly dashboard 5/8

Rick

I am concerned with the pharmacy managers comments regarding lack of hours. I heard this loud and clear in San Francisco this past week.

We should take a group of stores and add extra hours in the pharmacy and measure the impact it has on delight scores, engagement, and top line growth.

Please work with Jeremy to set this up and give me frequent updates.

Thanks

**Be Well,
Mark**

Mark Wagner
President
Operations and Community Management
Walgreen Co.
108 Wilmot Rd., MS#1858
Deerfield, IL 60015
p 847-315-3510
f 847-315-3652

Begin forwarded message:

From: "Jefferson, Alvin" <alvin.jefferson@walgreens.com>
Date: May 8, 2013, 8:36:38 AM CDT
To: "Wagner, Mark" <mark.wagner@walgreens.com>, "Ashworth, Richard" <richard.ashworth@walgreens.com>,

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"Badgley, Lisa" <lisa.badgley@walgreens.com>, "Bernard, Charles" <charles.bernard@walgreens.com>, "Foley, John" <john.foley@walgreens.com>, "Slone, Reuben" <reuben.slone@walgreens.com>, "Kunicki, Jeremy" <jeremy.kunicki@walgreens.com>, "Flanagan, Roxanne" <roxanne.flanagan@walgreens.com>, "Orvis, Wayne" <wayne.orvis@walgreens.com>, "Gates, Rick" <rick.gates@walgreens.com>, "Valencia, Roberto" <roberto.valencia@walgreens.com>, "Platts, Debbie" <deborah.platts@walgreens.com>, "Tisdell, Lorinda" <lorinda.tisdell@walgreens.com>, "Bhana, Sanjay" <sanjay.bhana@walgreens.com>, "Trotz, Sherrise" <sherrise.trotz@walgreens.com>, "Hansen, Suzanne" <suzanne.hansen@walgreens.com>

Subject: OpsAdmin Weekly dashboard 5/8

All,

Attached is the weekly operations dashboard. As a special mention, this week we surpassed **500,000 volunteer hours** and over **12,000 community events** for the fiscal year to date.

Be Well,

Alvin Jefferson

Project Manager | Store Operations & Community Management

200 Wilmot Road. Deerfield, IL 60015 (MS# 2273)

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E-mail: alvin.jefferson@walgreens.com

Links: [CEFTS](#) [Event Photos](#)



Every day I help people **get, stay and live well.**

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Weekly Dashboard 5/8

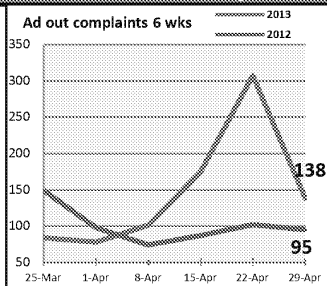
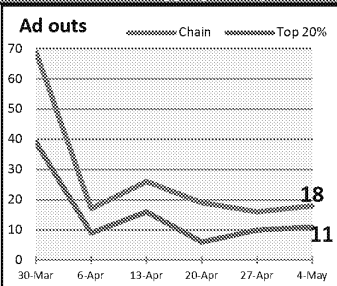
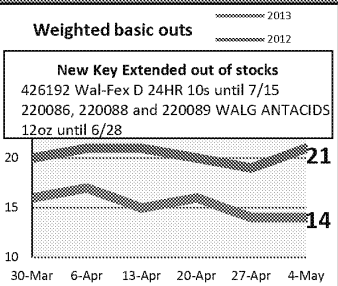
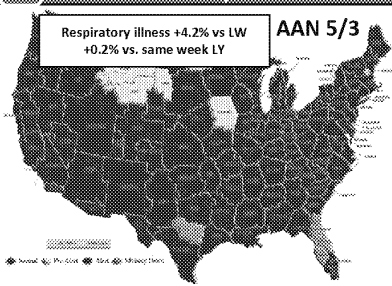
PP Entry 4/23	Payroll % sales TY/LY 10.3/9.9	Customers/man hr. TY/LY 8.30/9.27
	FE Adoption 84.8%	RX Adoption 72.4%
CYTD	Overall Delight April/YTD 67.0/65.6	RX Delight April/YTD 74.0/72.5
	Community Events 12020	Volunteer Hours 512837

Field Feedback - Pharmacy Managers on current challenges and pain points

- * Budgets: difficult to change so quickly monthly vs. quarterly. Does corporate understand the emotional cost of changing the budget monthly? We understand the business reasons. Are we seeing savings by switching to monthly?
- * Not enough time to do health testing and MTM effectively. Want to do it but lack of resources keeps me from being effective and consistent. RPhs doing too much technician work is a limiting factor.
- * Focus is on profit and not on patient care. Example: lack of middle shifts saves labor but reduces patient care.
- * Communications: COMPASS- many things that affect for only go to store manager. They do not relay message and assume for dept. had the message. Messages go from few to suddenly very frantic message that things need to be done right away.
- * Bonuses: do not feel they have enough control over some of the areas they are getting bonuses on- receipt survey- only rating 9's, scripts and profit- loss of 3rd party plans are out of their control, engagement- not fair if they have to rely on MGR to get a big score and RXM can't do anything about the manager.
- * Technicians: losing too many due to higher paying jobs at mail order/competitors, capping pay- too many loyal techs gone because insurance rates go up but pay does not.
- * We're budgeted 64 hours a pay period, but now we're given even more to do with the new structure. With all we have to do, I would probably take half of that time for non-RPh duties. Struggling to keep our heads above water let alone manage.

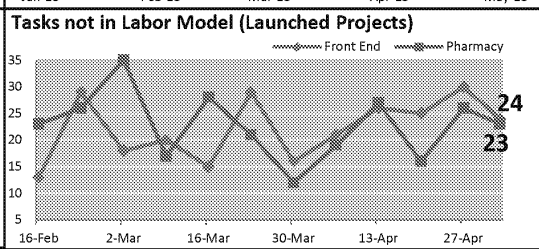
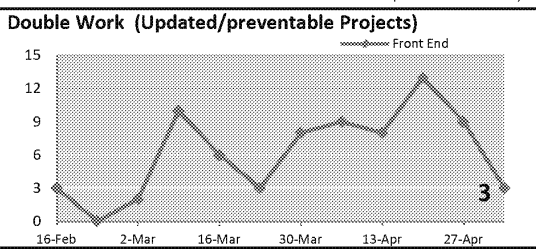
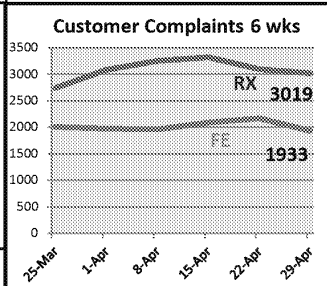
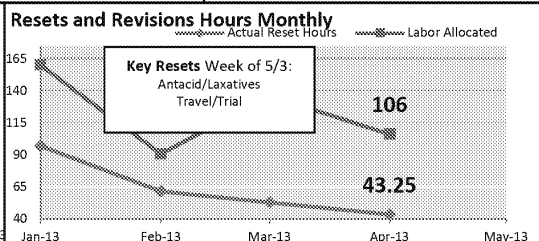
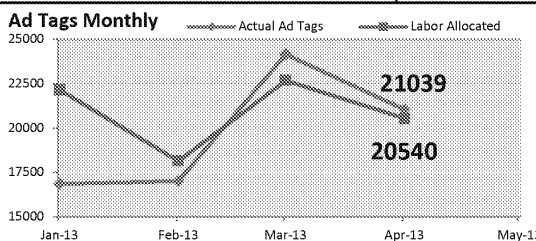
Key Store info this week

- *Gallup participation as of 5/8 7 a.m. = 73%. Top market = Market 9 at 86%.
- *Survey extended until 5/10.
- *Celebrity Apprentice ice cream/signage delivered this week for 5/13 promotion.
- *Additional payroll adjustments now in effect
- *Communicated operating hours for Memorial Day, July 4th, Labor Day (FE&RX).
- *Clarified Target Drug GFD that a call to the prescriber is not mandatory but at the discretion of the RPh to satisfy any dispensing concerns.



Key Store info last week

- *Gallup as of 5/1 = 55%
- *Investing in You stock grant program, communicated to MGRs/RPhs.
- *Balance Reward card now required for liquor sale prices except in IN, OH, AR AND MO.
- *Mother's day 10 day merchandising plan starts.
- *Virtual team member town hall Friday May 3rd.
- *This week's culture cascade through 5 minute meetings focused on Be Real.



Double Work Labor FE Last week/CYTD	\$80K 5K hrs	\$1.78M 184K hrs	Not in model Labor FE Last week/CYTD	\$350K 21K hrs	\$3.55M 212K hrs
RX Last week/CYTD	TBD	TBD	RX Last week/CYTD	\$1.38M 26K hrs	\$14.54M 292K hrs

Capacity Portfolio Concerns				DM Demands: (3 hours over May Capacity)
	May 12	Jun 12	Jul 12	
DM	+	+	+	PTW Brainstorming (4), Way Forward Training (2), Wave 1 Calibration (1), Leap Kickoff (1), CompHourly/Tech Review (1), Dist Leader Meetings (16), CE Video Conference (2)
RXS	+	+	+	RXS Demands: (5 hours over May Capacity) PTW Brainstorming (4), Way Forward Training (2), IMPACT Training (4), Wave 1 Calibration (1), Dist Leader Meetings (16), CE Video Conference (2)
CL	+	+	+	CL and MGR Demands: (13 hour over May Capacity) Wave 1 Reviews (6), Managing Rx Ops and Talent (4), Managing Rx Ops and Talent Blast (1), Wave 1 Calibration (1), Comp Hourly/Tech Review (1), Wave 1 Performance Mgmt (9)
MGR	+	+	+	RXM Demands: (4 hours over May Capacity) Wave 1 Discussions (12)
FE	+	+	+	FE Demands: (24 hours over May Capacity) LEAP 1 ASM Training (24)
RX	+	+	+	RX Demands: (6 hours over May Capacity) Wave 1 performance Discussion (6)

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