

Message

From: Gates, Rick [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=WALGREENS.ONMICROSOFT.COM-54052-GATES, RICHARD P. (RPGA5BED80FD)]
Sent: 6/13/2013 10:50:46 AM
To: Arnold, Brian [brian.arnold@walgreens.com]; Creek, Cheryl [cheryl.creek@walgreens.com]; Cygan, Gregg [gregg.cygan@walgreens.com]; Umbleby, Mike [mike.umbleby@walgreens.com]
Subject: FW: OPsAdmin weekly dashboard 6/12
Attachments: Dashboard0612.pdf

FYI – Cheryl – we have 6 hours of training set up in June for pharmacy?!?

From: Cunningham, Jason
Sent: Wednesday, June 12, 2013 5:15 PM
To: Ashworth, Richard; Badgley, Lisa; Bernard, Charles; Bhana, Sanjay; Cunningham, Jason; Flanagan, Roxanne; Foley, John; Gates, Rick; Hansen, Suzanne; Kunicki, Jeremy; Orvis, Wayne; Platts, Debbie; Sauter, Luke; Slone, Reuben; Tisdell, Lorinda; Trotz, Sherrise; Valencia, Roberto; Wagner, Mark
Subject: OPsAdmin weekly dashboard 6/12

All,
Attached is the weekly operations dashboard.

Notes:

This week's feedback is anonymous comments from Mark Wagner's blog over the last 24 hours on the DEA settlement. Most of these comments did not get posted onto the blog but offer a quick snapshot into potential field sentiment albeit from a limited audience.

Replaced AAN map with weekly comparable front end sales report for the previous week.

Ad outs will begin populating last year's ad outs over the next several weeks in addition to the current reporting.

Pay% to sales and customers/man hr is still not reporting correctly (issue has been identified and the coding is being updated, adoption rate data is not impacted).

**Be Well,
Jason**

Jason Cunningham
Director Communications and Community Strategy
Operations and Community Management
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Every day I help people **get, stay and live well.**

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Weekly Dashboard 6/12

PP Ending Q4	Payroll % sales TY/LY N/A	Customers/man hr TY/LY N/A
	FE Adoption 89.5%	RX Adoption 78.4%
FYTD	Overall Delight May/YTD 67.8/65.8	RX Delight May/YTD 75.1/72.8
	Community Events 14883	Volunteer Hours 625450

Field Feedback – DEA Settlement (anonymous blog feedback, not all comments posted)

*Anybody want to talk about the \$80 million in fines that Walgreens has to pay that was announced on the news this morning???

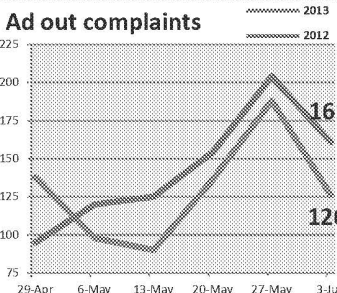
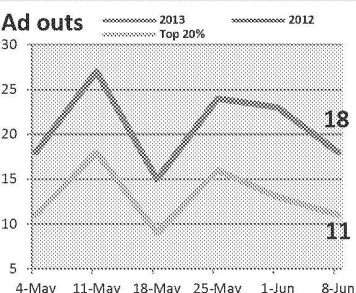
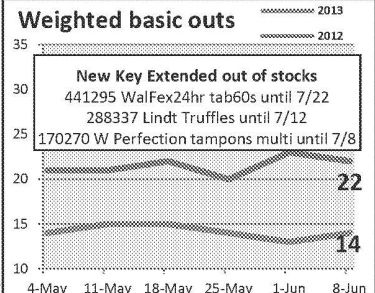
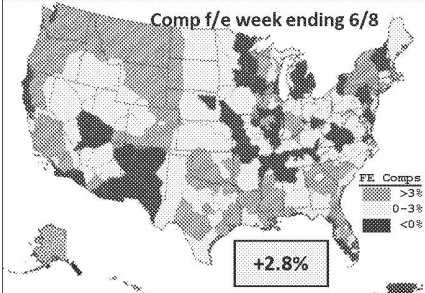
*Totally off topic but if Walgreens is paying \$80 million in fines to resolve federal charges, how are we going to pay for this? Perhaps it's time to "Own it" and "Be Real" by cutting back on raises, bonuses and benefits at the corporate level... They can call it "Re-Wired For Growth".

*WAG pays out a \$80M settlement? WOW!!! >> Largest in DEA history. Somebody better have gotten cained for this. How many hours cut does it take to cover that bill?

*3 years ago, I sat in a market meeting and listened to the market leadership tell the stores to fill controlled substances, now we pay an \$80 million fine. You talk about accountability, being real and owning it, but it is all a lie. The DEA called this greed, and I agree. You only are concerned with making more money, while you cut pay for hourly employees, cap salary for others and eliminate jobs, all the while cutting budget payroll across the board. Greed. You did not fire anyone who was responsible, yet we, in the stores are constantly threatened with termination.

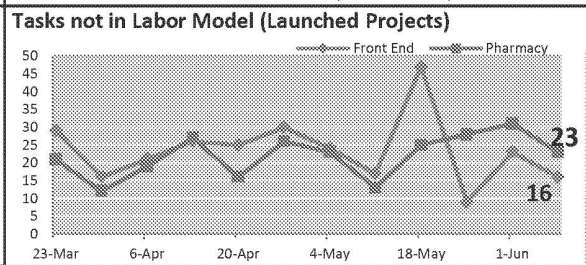
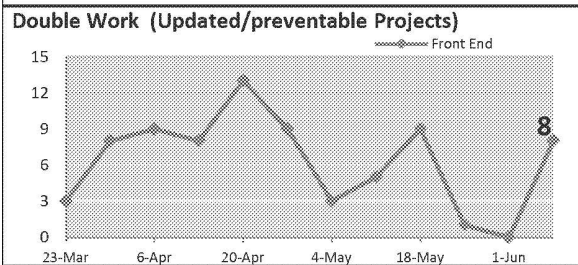
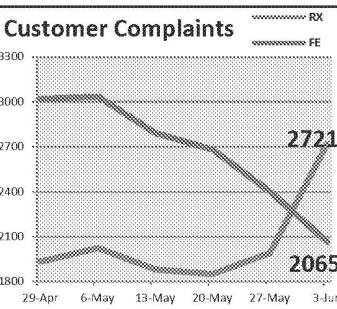
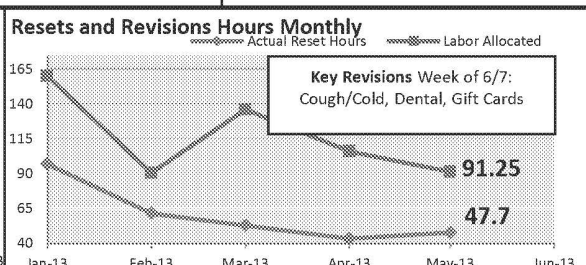
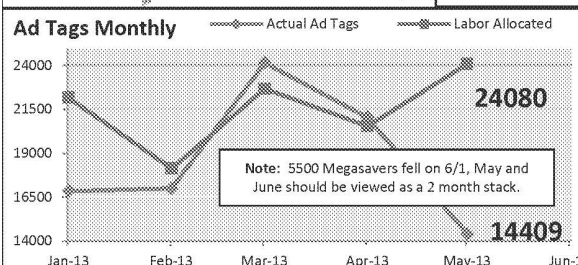
Key Store info this week

- *Communicated DEA settlement info to stores. Distributed talking points to field leadership and store leadership.
- *Men's No.7 reset (5/31) update sent to District leadership 6/10 due to 60% compass completion. 80% as of 6/12.
- *Employee 25% discount day Friday 6/14.
- *Cigarette pricing increasing \$.07/pack & \$.70/carton
- *\$1.99 water in 6/23 ad distribution starts this week. 2.6 million units forecasted.
- *5 minute meetings culture cascade: focused storytelling & focused recognition.



Key Store info last week

- *CLs asked to provide feedback on all MGRs in their community as part of the review process (6/1-6/30)
- *Walk with Walgreen kits (community events) inventory has been depleted and will not be replenished
- *Boots No.7 men's added to basic via inline tray (6 items)
- *Team member preparedness and store checklists communicated from SOC for 2013 hurricane season which started June 1st.
- *This weeks culture cascade through 5 minute meetings focuses on Live It



Capacity Portfolio

	Jun 13	Jul 13	Aug 13
CL			
Rx			
CL			
MGR			
QTR			
FE			
PA			

CL Demands: (4 hour over June Capacity)
Photo Wetlab, Wage & Hours Training (1), Compliance Checklist (0.5), Managing your Rx Ops and Talent Learning Blast 2 (1), Part II Role transition training (4), Wave 2 self performance review (1), Wave 2 feedback provider (4), Iron Mountain Storage Rx Records (4.5), Managing your Rx Ops and Talent Learning Blast 3 (1),

MGR Demands: (1 hour over June capacity)
Photo Wetlab, Wage & Hours Training (1), Compliance Checklist (0.5), Managing your Rx Ops and Talent Learning Blast 2 (1), Part II Role transition training (4), Wave 2 self performance review (1), Iron Mountain Storage Rx Records (4.5), Managing your Rx Ops and Talent Learning Blast 3 (1)

RX Demands: (6 hours over June Capacity)
LMS (1) Wage and Hours Training (6)

Double Work Labor FE Last week/CYTD	\$101K 7K hrs	\$2.17M 208K hrs	Not in model Labor FE Last week/CYTD	\$216K 14K hrs	\$4.47M 268K hrs
RX Last week/CYTD	TBD	TBD	RX Last week/CYTD	\$1.91M 42K hrs	\$21.23M 437K hrs