

# Walgreens

ANNIVERSARY ISSUE

CELEBRATING  
**125**  
**YEARS**  
*Then & Now*

WHERE  
**VALUES**  
FIND THEIR VOICE



STANDING STRONG IN  
**EVERY**  
**STORM**

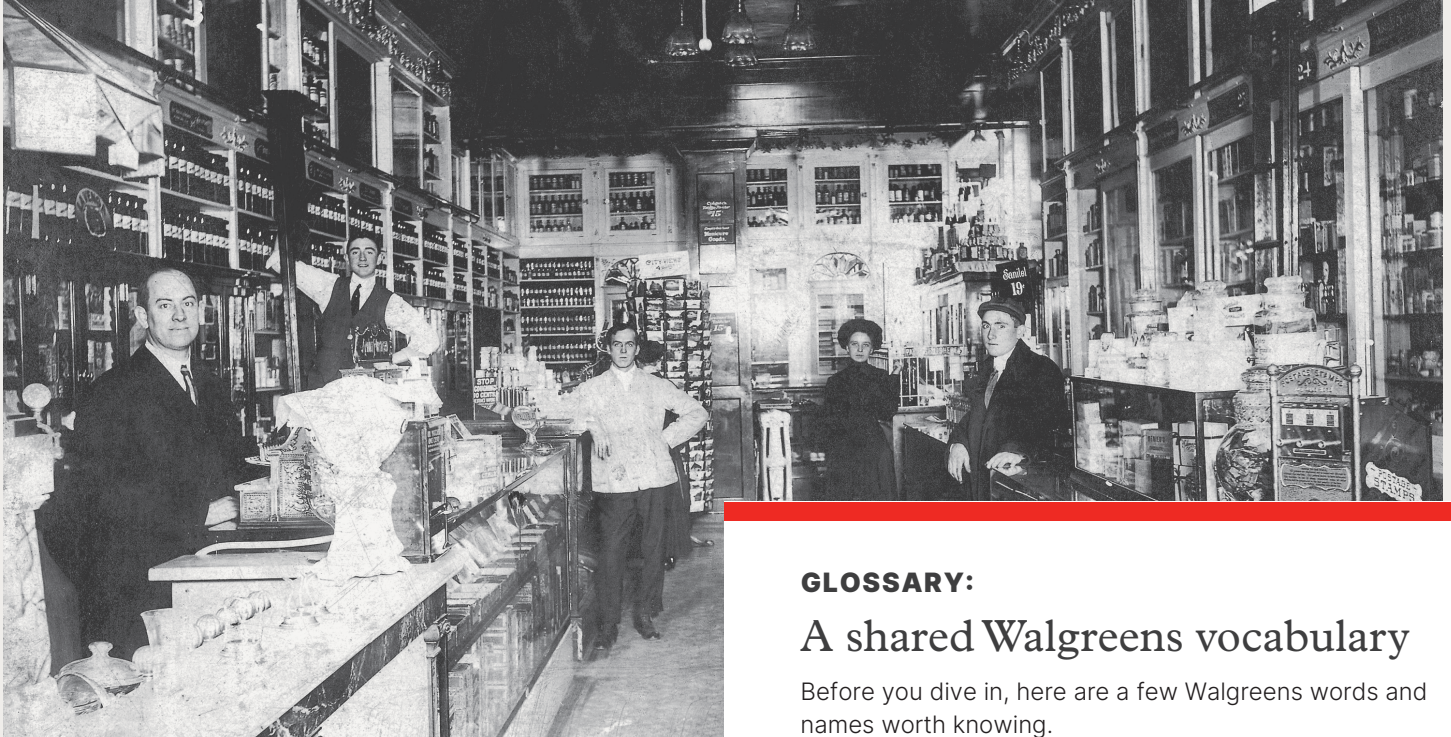
BUILT FOR  
**WHAT'S**  
**NEXT**



CHARLES R.  
WALGREEN SR.

**55+**

TEAM MEMBERS SHARE  
THEIR MEMORIES, STORIES  
AND PREDICTIONS



The second store in Chicago, at 39th and Cottage Grove Avenue, the year Charles R. Walgreen purchased it in 1909.

# 125 years in the making

**In 1901, the world moved at a different pace.** Prescriptions were handwritten. Clerks made deliveries by foot. And in a small Chicago storefront, a young pharmacist named Charles R. Walgreen opened a business built on a simple but powerful belief: There had to be a better way to serve people.

Now, 125 years later, Walgreens stands as a trusted presence in communities across the country because that belief never faded. It evolved.

This commemorative magazine marks a milestone, but it's also an invitation. Inside these pages, you'll find the moments that defined our past, the people who carried our values forward and the innovations that helped Walgreens grow alongside the changing needs of customers and patients. You'll hear from leaders and team members, past and present. You'll see how everyday decisions became lasting traditions. And you'll glimpse the future being shaped right now.

This is not just a history of stores and milestones. It's a story of care delivered with intention, of communities served with pride and of team members who made the difference, one interaction at a time.

As we celebrate 125 years, we honor where Walgreens began, reflect on how far we've come and look ahead with confidence. Turn the page. The story continues.



## GLOSSARY:

### A shared Walgreens vocabulary

Before you dive in, here are a few Walgreens words and names worth knowing.

**WAG:** Shorthand for Walgreens, based on the company's former New York Stock Exchange ticker, and also used to refer to Walgreens Advertising Group (wag).

**CRW:** The initials of company founder Charles R. Walgreen Sr., often called the father of the modern drugstore.

**Chuck:** Nickname of Charles R. Walgreen Jr., who assumed company leadership in 1939 following his father's retirement.

**Cork:** Nickname of Charles R. Walgreen III, who became president in 1969, CEO in 1971 and chairman in 1976.

**Myrtle:** Charles R. Walgreen Sr.'s wife, who supported the early business by preparing home-cooked food for Walgreens lunch counters.

**Po-Do:** The Boston terrier owned by Charles R. Walgreen Sr., whose name became the brand for several Walgreens owned brand products.

**Two-Minute Stunt:** An early Walgreens surprise when phone orders were delivered almost immediately, reflecting a commitment to speed and service.

**Walgreen Creed:** A statement of principles written by Charles R. Walgreen Sr. that guided Walgreens values and behavior for decades.

**Four-Way Test:** Walgreens' ethical standard, adopted from Rotary International, asking whether actions are truthful, fair, goodwill building and beneficial to all.

**Show globe:** A clear, ornate glass vessel filled with colored liquid, traditionally displayed in early 20th century pharmacy windows to signal a drugstore's presence.



**OUR STORY**

**4 A better way, from Day 1**

It all started with a bold idea, a \$2,000 loan and a pharmacist who believed customers deserved better.

**7 Keeping pace with a changing America**

From radios to road trips to the rise of suburbs, see how Walgreens grew up right alongside the country.

**10 From dial-up to always on**

That familiar modem hum was the sound of Walgreens stepping into a digital future and never looking back.

**OUR PEOPLE**

**14 Legacy is more than a last name**

Walgreens is a business for families, not just a family business, with stories that span generations.

**18 The words that shaped Walgreens**

Creeds, memos and messages shaped a culture where values weren't just spoken—they were lived.

**21 Behind the counter, beyond the call**

When crisis strikes, these are the team members who show up, stay steady and keep going.

**24 What Walgreens means to you**

First jobs, lifelong careers and moments that still matter, shared by team members in their own words.

**OUR NEXT 125**

**26 The future of Walgreens, in their hands**

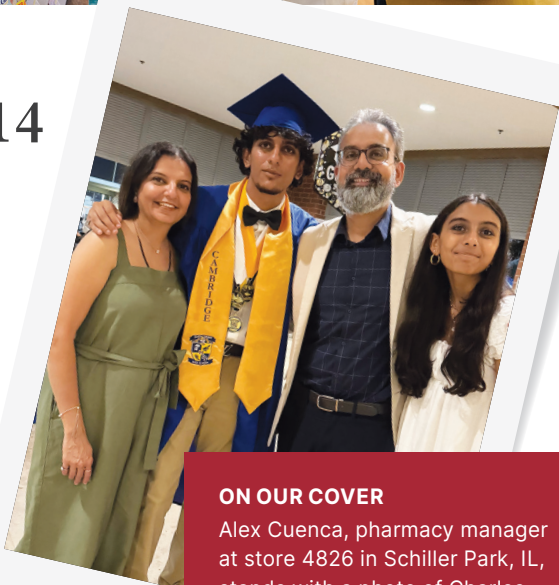
Meet the people and roles reimagining care, convenience and connection for what comes next.

**28 What does Walgreens look like 25 years from now?**

From bold predictions to surprising ideas, team members imagine Walgreens' future in vivid detail.



14



**ON OUR COVER**

Alex Cuenca, pharmacy manager at store 4826 in Schiller Park, IL, stands with a photo of Charles R. Walgreen Sr., representing the many generations of Walgreens pharmacists.

**JUST FOR FUN**

**32 Walgreens goes Hollywood**  
Yes, that really was a Walgreens! Match the movies to their blink-and-you-miss-it moments.

**35 Spot the difference: Pharmacy of the past**  
Same vintage photo, 10 sneaky changes. How sharp are your eyes?

**34 Can you name that brand?**  
Bug Pizen, Nice! and more—test how well you know Walgreens owned brands.

**BACK COVER**

**1901: The year Walgreens began**  
A look at the world when Walgreens first opened its doors, beginning a 125-year journey.

# A better way, *from* DAY 1

HOW A YOUNG PHARMACIST'S OBSESSION WITH SERVICE SPARKED A 125-YEAR LEGACY.



**Walgreens** didn't begin as a plan to build a national company. It began as a belief.

In 1901, when Charles R. Walgreen bought his first drugstore, Chicago streets were alive with horse-drawn wagons, early automobiles and pedestrians carrying parcels tied with string. Inside the modest storefront—just 20 by 50 feet—prescriptions were filled by hand, sales were recorded in ink and every customer interaction happened face to face.



Charles R. Walgreen stands behind the candy counter in the second Walgreens store in Chicago, at 39th and Cottage Grove Avenue.

Walgreen was young, ambitious and convinced that the everyday shopping experience could be better. He was driven by a simple idea: Customers deserved to be treated with care, respect and urgency. So he borrowed \$2,000 for a down payment and purchased the small store where he worked for \$6,000.

“If you can serve your customers with the same thoughtfulness, interest, courtesy and friendliness that you would show if they were guests in your own home,” Walgreen once said, “then you will have satisfied customers and find greater enjoyment in your work.”

From the start, the store lived up to that promise. Displays were neat, counters clean and orderly, and signage bold enough to be seen from the street. In an era when waiting was expected, Walgreen began to shorten the distance between need and service.



## Speed that changed expectations

One of Walgreen's earliest innovations became known as the "Two-Minute Stunt." At a time when telephones were still new in many homes, customers could call in an order and, before the receiver was returned to its cradle, a delivery person would already be at their door.

Packages were bundled quickly and orders carried through city streets. What sounds ordinary today upended expectations at the time. Speed wasn't just convenience—it was a sign of respect.

That philosophy fueled early growth. In 1909, Walgreen purchased a second store in Chicago just four blocks north. There, he and his wife, Myrtle, leaned into the soda fountain culture that was quickly becoming a social staple. During warmer months, stools were filled with customers chatting over fizzy drinks and ice cream. When winter arrived, they added hot meals, transforming the fountain into a year-round gathering place. The neighborhood pharmacy had become a part of daily life.



(Above) Myrtle Walgreen at the Walgreens inside the new Pentagon building, ringing up the first customer, Major General John T. Lewis.



(Above) Walgreens at Sheridan Road and Lawrence Avenue in Chicago was the 21st store.

## A happy accident that became a legend

By the early 1920s, Walgreens had expanded to nearly 30 stores, each built around the same standards of service. Then, in 1922, a small act of experimentation created something lasting.

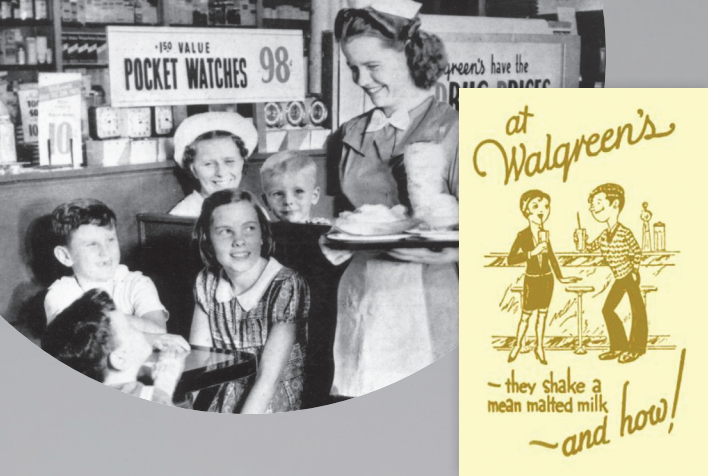
Fountain manager Ivar "Pop" Coulson added two generous scoops of vanilla ice cream to a malted milk recipe, transforming it into the Double-Rich Chocolate Malted Milk. Thick, indulgent and unforgettable, it quickly became a customer favorite.

At 20 cents a glass, the malt offered more than a treat, it offered joy during a time when small luxuries mattered. Soon, the Double-Rich malt became a symbol of the Walgreens experience, enjoyed in stores across the country and remembered long after the glasses were cleared.



(Left) Store manager Harold Youssi poses with the glamorous Goldwyn Girls at 3960 Madison in Chicago in 1946.





## The malt that made HISTORY

Invented by Walgreens fountain manager Ivar “Pop” Coulson in 1922, the Double-Rich Chocolate Malted Milk turned a simple experiment into a signature treat.

### ingredients

- 2 oz chocolate syrup
- 3 rounded scoops vanilla ice cream
- 4½ oz milk, cold
- 1 tbsp (heaping) malt powder
- 1 cookie treat
- 1 10-12 oz glass
- Whipped topping

1. Combine syrup, ice cream, milk and malt powder in a malt can (or in a home blender).
2. Place on malt mixer or in blender for 90 seconds.
3. Fill glass two-thirds full.
4. Top with whipped topping.
5. Serve on a small plate with a cookie treat, straw and long-handled spoon.
6. Serve remainder of malt in malt can.



(Above) In 1919, the company opened its first photofinishing studio and still provides photo services to this day.

### Making the name known

Walgreen believed quality deserved recognition. As radio sets became fixtures in American living rooms, Walgreens became the first drugstore chain to advertise on the air. In 1931, the company ran the largest sales print advertisement ever placed by a retail business, appearing in 122 newspapers across 98 cities.

Its presence at the 1933–34 Century of Progress World’s Fair in Chicago cemented the brand as part of a modern, forward-looking America, one that embraced innovation while staying rooted in everyday needs.

“No business can prosper without letting the public know of its existence and the values it offers,” Walgreen believed.

By 1925, the company had grown to 75 stores throughout the Midwest. And when Walgreen retired in 1939, the single storefront he once took a risk on had become a coast-to-coast chain of more than 500 locations.

### Doing the little things right—still

When asked about his success, Walgreen didn’t credit size or speed alone. Instead, he spoke about discipline, consistency and care—about doing “a thousand little things the right way.”

That philosophy was forged in an era of handwritten prescriptions and soda fountains, but it continues to define Walgreens today.

One store. One idea. And a better way that’s still guiding us 125 years later. *w*

KEEPING PACE WITH A

# changing America

GUIDED BY GROWTH, GROUNDED IN SERVICE—FROM THE 1930s THROUGH THE 1980s AND BEYOND.

As America entered an era of unparalleled change—radio gave way to TVs, suburbs spread outward and cars reshaped daily life—so did Walgreens. Under the leadership of Charles “Chuck” R. Walgreen Jr. and later Charles “Cork” R. Walgreen III, the company didn’t just adapt to the times, it helped set the pace.

This was the period when Walgreens expanded beyond its roots as a regional drugstore chain and became a familiar presence in communities nationwide, woven into daily routines amid decades of cultural, economic and technological transformation.

## Growing with the country

From the Great Depression through postwar prosperity, Walgreens steadily expanded its footprint. New stores opened in cities and small towns alike, and acquisitions of local pharmacies extended the brand’s reach across the U.S.

Through an agency system active from the 1930s through the 1980s, independent druggists in rural communities carried Walgreens merchandise while receiving operational support from the company. For customers, it meant familiar products on local shelves. For Walgreens, it reinforced a belief that growth worked best when grounded in community.



## A new way to shop

In 1952, as America embraced cars, suburbia and modern retail, Walgreens reshaped the in-store experience by opening its first self-service store, following pilots in three Midwest locations.

Gone were the days of waiting for a clerk behind a counter while orders were fetched from shelves out of sight. Instead, customers could stroll the aisles, compare products and make choices on their own terms—an approach that reflected the independence of these years.

As self-service took hold, packaging, signage and displays became more important than ever. The results were immediate.

Looking back, Chuck Walgreen described it as a turning point: “It was then and there that we decided we would never again open a conventional store.”



## Beyond the counter

The ambition of the middle of the century extended beyond pharmacy walls. In 1946, Walgreens acquired a stake in Mexico’s upscale Sanborns retailer, marking an early step into international business. In 1962, the company entered the discount department store market with Globe stores, reflecting evolving consumer habits.

Walgreens also experimented with restaurants—natural extensions of its earlier lunch counters. From Corky’s fast-food locations to Wag’s 24-hour eateries and even the medieval-themed Robin Hood restaurants, the company tested new ways to serve customers during an age when convenience and novelty mattered.

## Growth with responsibility

These decades brought landmark achievements. Walgreens surpassed \$1 billion in annual sales in 1975 and opened its 1,000th store in 1984—milestones that reflected both scale and staying power.

Just as significant was the company’s growing role in public health. In 1968, Walgreens became the first major drugstore chain to place all prescriptions in child-resistant containers—a decision that prioritized safety and would later become an industry standard. And in 1984, Walgreens became the first major drugstore chain to connect all of its pharmacy departments via satellite, ensuring patients could access their prescriptions from any of its stores.



*In 1984, Walgreens opened its 1,000th store, at 1200 N. Dearborn in Chicago.*



## Convenience, reimagined

That forward-thinking approach continued into the late 20th century. As lifestyles sped up and cars became central to daily life, Walgreens once again redefined convenience with the introduction of the drive-thru pharmacy.

Launched in Indianapolis in 1992, the drive-thru was part of a larger strategy to return to the best corners of “Main and Main,” with freestanding stores designed for easy access. It was a modern solution rooted in a long-standing idea: Meet customers where they are.

From the swing of the 1930s to the pace of the 1980s and beyond, Walgreens laid the groundwork for the modern, community-centered company it is today—and the one it continues to become. *W*



## A MUG FOR EVERY milestone

In 1997, Walgreens created a commemorative mug featuring the original Walgreens drugstore storefront from 1901. Designed by Walgreens team member and artist Katherine Bennett, it was shared with team members as a holiday gift from President Dan Jorndt and CEO Charles R. Walgreen III.

The store opening mug tradition began in 1998, celebrating the opening of Walgreens’ 1,000th store and continued with mugs marking the 2,000th, 3,000th, 4,000th and 5,000th store milestones, each distributed free to team members at the time. A special edition honoring Ivar “Pop” Coulson’s creation of the Double Rich Chocolate Malted Milk in 1922, designed by Walgreens designer Elina Belgorodsky, celebrates another defining moment in Walgreens history.



# FROM DIAL-UP TO ALWAYS ON

HOW WALGREENS RESHAPED CONVENIENCE,  
CARE AND CONNECTION FROM 1999 TO TODAY.

**T**he hum of a dial-up modem in 1999 signaled Walgreens' next great transformation.

After decades of growth and refinement, the company had sharpened its focus—centered squarely on retail pharmacy and community health and well-being. With the launch of Walgreens.com, a new front door opened for customers and patients.

By today's standards, that first homepage looks unmistakably late-'90s—simple graphics, limited navigation and slow load times by anyone's definition. At the time, it was groundbreaking. Walgreens treated the internet not as a novelty, but as an extension of care and convenience.

That commitment only deepened as technology, and expectations, accelerated.





## ALWAYS WITHIN REACH

In 2009, as smartphones began reshaping daily habits, the Walgreens app made its debut. Designed to put prescriptions, pharmacy services and everyday needs in the palm of a customer's hand, the app quickly became part of daily routines.

Today, it's one of the top-rated retail apps, with more than 50 million downloads—a reflection of how seamlessly digital access has become part of the Walgreens experience.

As screens shrank, notifications multiplied and habits changed, Walgreens evolved right alongside its customers.

## A BIGGER FOOTPRINT, A BROADER VIEW

The company's vision for the future also expanded beyond U.S. borders. In 2014, the formation of Walgreens Boots Alliance created a global health and wellness enterprise, uniting two iconic brands around a shared mission to help people live healthier, happier lives.

At the same time, Walgreens strengthened its presence at home. Through partnerships and acquisitions, store growth continued, reaching more than 8,000 U.S. locations. In 2018, nearly 2,000 Rite Aid stores were purchased and converted, extending Walgreens' reach into even more communities.

From city neighborhoods to suburban corridors, the familiar red-and-white sign remained a constant—even as what happened inside those stores continued to change.



Walgreens Boots Alliance



## REDEFINING THE PHARMACIST'S ROLE

As healthcare needs grew more complex, the role of the pharmacist evolved. Once viewed primarily as a dispenser of medicine, pharmacists were increasingly recognized as trusted, accessible healthcare providers.

With the introduction of in-store immunizations in 2009, Walgreens empowered its pharmacists to take on a more visible, hands-on role in community health—offering greater access, convenience and reassurance for millions of patients.

That expanded responsibility would soon be tested on an unprecedented scale.



*(Above) Pharmacy manager Monika Patel helps a patient at store 7754 in Palatine, IL.*

*(Left) Walgreens launched extensive COVID-19 vaccine clinics in churches and community centers starting in early 2021 to increase vaccine equity and access.*



## WHEN IT MATTERED MOST

During the COVID-19 pandemic from 2020 to 2022, Walgreens pharmacists and team members found themselves on the front lines of public health. Amid uncertainty, shifting guidance and urgent need, they delivered millions of tests and vaccines nationwide.

Through the Vaccine Equity Initiative, care reached underserved communities that might otherwise have been left behind. In parking lots, temporary clinics and neighborhood stores, Walgreens helped provide stability during one of the most challenging moments in modern history.





## SPEED, REIMAGINED FOR A DIGITAL AGE

Emerging from the pandemic, the spirit of Charles R. Walgreen Sr.'s Two-Minute Stunt found new expression. What once meant a clerk racing down city streets now translates into as little as 1-hour Delivery, 30-minute Pickup and on-demand access.

Behind the scenes, automated micro-fulfillment centers handle the complexity of filling prescriptions, freeing pharmacists to focus on direct patient care. At the same time, myWalgreens—the company's loyalty program—has grown to more than 134 million members, strengthening relationships through personalized deals and health-focused rewards.


Speed still matters. But so does connection.



## THE NEXT CHAPTER

In 2025, another turning point arrived with the acquisition by Sycamore Partners, transitioning Walgreens into a private, standalone company designed to accelerate its ongoing transformation.

From a single storefront on Chicago's South Side to a digital-first retail pharmacy destination, Walgreens has spent 125 years doing more than responding to change. It has built its future deliberately guided by innovation, grounded in service and committed, above all, to the communities it serves.

125 years after welcoming its first customers in 1901, Walgreens enters 2026 still focused on what comes next. 





# LEGACY IS MORE THAN A LAST *Name*

As Walgreens celebrates 125 years, team members reflect on the families, relationships and careers shaped along the way.

When **Charles R. Walgreen Sr.** opened a single drugstore in 1901, he was laying the foundation for something far bigger than a storefront. He was building a company rooted in service, trust and longevity—values that have carried Walgreens through wars, recessions, pandemics and generations of change.

What he likely couldn't have imagined is that, 125 years later, a member of his own family would still be part of the company that bears his name.

## CARRYING THE NAME FORWARD

Enter Drew Walgreen, the great-great-grandson of the founder and a senior manager of pharmacy and healthcare compliance on the Enterprise Pharmacy Practice team. As Walgreens marks its 125th anniversary, Drew carries forward a connection that spans five generations.

**FUN FACT:** Drew's legal name is Charles Andrew Walgreen. He goes by Drew to avoid confusion. His grandfather, great-grandfather and great-great-grandfather were all named Charles. "There's been a Charles in every generation," he says.



At Walgreens, family stories are anything but rare. Across the company, parents work alongside children, siblings grow their careers together and multiple generations build lasting legacies—sometimes in the same store, sometimes miles apart, always connected by shared experiences.

Today, Walgreens is home to more than 211,000 team members. Many of them don't just share a workplace, they share a family bond.

## WHEN WORK BECOMES A FAMILY AFFAIR

**Denise Quigley**, store manager at 6739 in Lowell, MA

**Carlin Quigley**, senior pharmacy technician at 7333 in Willimantic, CT

"I joined Walgreens in 1989 as a part-time pharmacy technician during college, never imagining it would become my career. Nearly 37 years later, after leadership, store manager and district manager roles, I now lead a busy tier-5 store and plan to retire from this location in the next few years.

"Both of my children have also been part of Walgreens. My son, John, worked for five years as a customer service associate and photo specialist before leaving in 2022 to become a music teacher. My daughter, Carlin (Carly), joined at 16, advanced from CSA to senior pharmacy technician and now works in Connecticut while finishing her engineering degree at UConn. She'll begin a master's program in biomedical engineering at Tufts and credits her Walgreens pharmacy experience with shaping her career path.

"Watching my kids succeed at Walgreens has been incredibly rewarding, especially hearing other managers praise their hard work, reliability and commitment to customers and patients."



Leah McKee and  
Jeslynn Hash

**Leah McKee**, store manager at 5092 in Dallas, TX

**Jeslynn Hash**, shift lead at 3941 in Arlington, TX

"I'll mark 21 years with Walgreens this August. I started part-time as a beauty advisor in college, never realizing how much the company would shape my life. No matter where I moved or what I faced personally, Walgreens always felt like home and many team members became like family.

"As a single mom, that support meant everything. During snowstorms at my first store, my manager even let me bring my daughter when childcare wasn't an option. By the time she officially joined Walgreens in 2021, she already knew the basics. Today, she's focused on growing her career and hopes to move into an emerging store manager role.

"Being able to support her journey has meant more than I can say. Walgreens became the family I didn't know I needed, and I'm grateful for it every day."

Abigal Good, Makiya Perkins, Tiffany Causby and Taylor Good



**Tiffany Causby**, store manager at 16526 in Port Richey, FL

**Abigal Good**, pharmacy technician at 4124 in Palm Harbor, FL

**Taylor Good**, customer service associate at 3629 in Hudson, FL

**Makiya Perkins**, inventory specialist at 13980 in Frederick, MD

“My family’s connection to Walgreens spans 19 years and includes several generations. My three daughters also work for Walgreens, and I served as my husband’s training mentor when he worked for the company about 10 years ago.

“Overall, the experience has been rewarding, though not without challenges. One of the hardest parts has been helping my daughters learn and maintain a healthy work-life balance. Even so, it’s a true blessing to know they work alongside strong, supportive store managers who genuinely have their best interests at heart.”



Akhilesh (second from right) and Nishtha Brahmbhatt

Byron, Rhonda (front) and Branden Skinner



## LEGACY IN LEADERSHIP

**Rhonda Skinner**, pharmacy manager at 15137 in Deerfield Beach, FL

**Byron Skinner**, pharmacy manager at 2292 in Boca Raton, FL

**Branden Skinner**, emerging store manager at 4484 in Tamarac, FL

“Walgreens has been part of my life for 37 years, and over time it’s become something even more meaningful: a family legacy. Early on, my sons would stop by the store just to say hello while I was working. Back then, it was simply mom’s job, and I never imagined they would one day build careers of their own here.

“That connection started even earlier. I met my husband in college, and he began his Walgreens journey while still in high school. He later became a store manager and dedicated 18 years to the company.

“Today, that legacy continues. My son Byron has been a pharmacy manager for 10 years, and my son Branden recently joined Walgreens as an emerging store manager. Watching them grow into their roles and develop as leaders has been incredibly rewarding. Walgreens isn’t just where we work, it’s something we share as a family.”

**Akhilesh Brahmbhatt**, district manager in West Palm Beach, FL

**Nishtha Brahmbhatt**, customer service associate at 4174 in Palm City, FL

**Hari Brahmbhatt**, pharmacist at the centralized services facility in Orlando, FL

“My family’s connection to Walgreens spans 27 years and includes several of the people closest to me. My wife, Rajul; my sister, Swati; my brother, Hari; and my daughter, Nishtha; have all been part of the Walgreens journey. My sister began as a Walgreens intern while attending the University of Florida and later became a management trainee, working in Jersey City, NJ. My brother and daughter currently work here.

“Walgreens has played an important role in helping our family grow. My wife and I welcomed two children while working here, and we were able to buy both our first and second homes during our time with the company. We’re deeply grateful for the opportunities Walgreens has provided and the foundation it’s given our family over the years.”



June and Gini Griffin

## SHARED MOMENTS, UNEXPECTED GIFTS

**Gini Griffin**, IT manager at the support center in Deerfield, IL

**June Griffin**, merchandising assistant at the support center in Deerfield, IL

“I’ve been with Walgreens for 29 years, and my family’s connection runs deep. June has been part of the corporate office for the past two years and also worked in stores during COVID-19, but her Walgreens journey actually began much earlier—through the Walgreens daycare.

“We love seeing each other in the office and occasionally meeting up for lunch. It always makes me smile when co-workers realize we’re related. It’s just another reminder of how special it is to share this experience at Walgreens.”





Gabriel and Jeslyn Hall

**Gabriel Hall**, group supervisor at the Northlake, TX, micro-fulfillment center

**Jeslyn Hall**, fulfillment specialist at the Northlake, TX, micro-fulfillment center

“I celebrated 20 years with Walgreens this past October, and my daughter Jeslyn is approaching her third anniversary this June. My second daughter, Leila Hall, also worked for Walgreens briefly before leaving to attend University of Texas at San Antonio.

“Because Jeslyn is an adult, we don’t always see each other outside of work—we often have different schedules and plans. That’s what makes working together so meaningful. Even on weeks when we miss each other on our days off, I know I’ll see her when I’m back at work. Just catching a glimpse of her on the floor or seeing her pass by instantly brightens my day, and I’m always incredibly proud of how hard she works. Walgreens has given us not just jobs, but shared moments we might not otherwise have had.”

**“I’M ALWAYS INCREDIBLY proud of how hard she works. Walgreens has given us not just jobs, but shared moments we might not otherwise have had.”**

Oscar and Matthew Rios



father and son

**Oscar Rios**, store manager at 1616 in Elmhurst, NY

**Matthew Rios**, customer service associate at 7367 in College Point, NY

“About two years ago, my son Matthew began his Walgreens journey. From the start, I hoped he would make a positive impact, and I’m incredibly proud that he’s done just that. He’s been recognized as Employee of the Month and is currently his store’s credit card champion.

“It’s been especially fun competing against each other during Best Day Ever events, with both of our locations consistently achieving monthly goals. This shared experience has brought us closer and strengthened our connection. We both work hard every day to help make the company more successful, and I couldn’t be prouder of the role he’s carved out for himself.”



Brittney and Lisa Tomic

## FROM FAMILY BUSINESS TO SHARED FUTURE

**Lisa Tomic**, vice president of Pharmacy Administration at the support center in Deerfield, IL

**Brittney Tomic**, vice president of Design and Construction at the support center in Deerfield, IL

“My family’s Walgreens history spans generations, beginning in the 1970s. My father, Mike Tomic, immigrated to the U.S. at 16 and built his career with Walgreens, retiring in 2014 after nearly 38 years as a district manager. Inspired by his experience, my grandfather worked at a Walgreens warehouse until his retirement.

“That legacy continued with my brother, who spent 22 years with Walgreens in both field and support center roles before leaving in June 2025. He met his wife, Brittney, while working on a store remodel. She started in stores 18 years ago, and has since grown into her current role.

“I’ve been with Walgreens nearly 24 years, working as a pharmacist in both field and support center roles. Beyond my immediate family, several cousins and close family friends are also store managers across the Chicagoland area.”



Julie Brown and Jana Gouge

**Jana Gouge**, pharmacy operations manager at 17817 in Wartburg, TN

**Jacey Gouge**, shift lead at 17817 in Wartburg, TN

**Julie Brown**, pharmacist at 17817 in Wartburg, TN

“My Walgreens journey began in 2020, when Walgreens acquired the independent pharmacy my sister, Julie, and I owned together. Since then, I’ve had the unexpected privilege of working alongside family.

“My daughter, Jacey, has been at the same store for more than three years. She joined as a customer service associate, progressed to designated hitter and has spent the past two years as a shift lead. Working together has been one of the most meaningful experiences of my career. I’ve watched her grow into a confident, capable leader, and those memories will always stay with me.

“I continue to work side by side with my sister, Julie. After owning our pharmacy together for more than 25 years, we’ve now spent over six years at Walgreens. She’s not only my sister, but my lifelong best friend.

“Walgreens has given my family the opportunity to grow together professionally, and I’m truly grateful for the experiences we’ve shared.”



Rina Shah (left) with family



**Rina Shah**, SVP, Enterprise Specialty Pharmacy at the support center in Deerfield, IL

“My dad, sister and brother all worked for the company at one point in their professional career. My dad started as an overnight pharmacist and encouraged my siblings and I to start as pharmacy technicians while in high school. He and my mom hoped we’d all become pharmacists and build our careers at Walgreens.

“My younger sister worked as a pharmacy technician for about a year before pursuing a career in education. She earned her master’s degree, spent nearly 20 years with Chicago Public Schools and is now

an assistant principal. My younger brother spent more than a decade with Walgreens, working from high school through a few years after pharmacy school. His final role was on the ERx Automation team. He now serves as a director of regulatory advertising and promotion at Astellas.

“My dad retired from Walgreens in 2016 after 27 years as a Walgreens pharmacist. He and my mom are the reason I became a pharmacist, started at Walgreens and why I’m still motivated by the importance of giving back to the patients in our communities.” *w*

## DREW WALGREEN ON CARRYING FIVE GENERATIONS *forward*

“Walgreens has a special place in my heart for so many reasons.

“I grew up hearing about what an incredible place this company is from my family, and as a young person, stood in awe of my grandfather Cork (Charles R. Walgreen III), a true visionary who was ahead of his time.

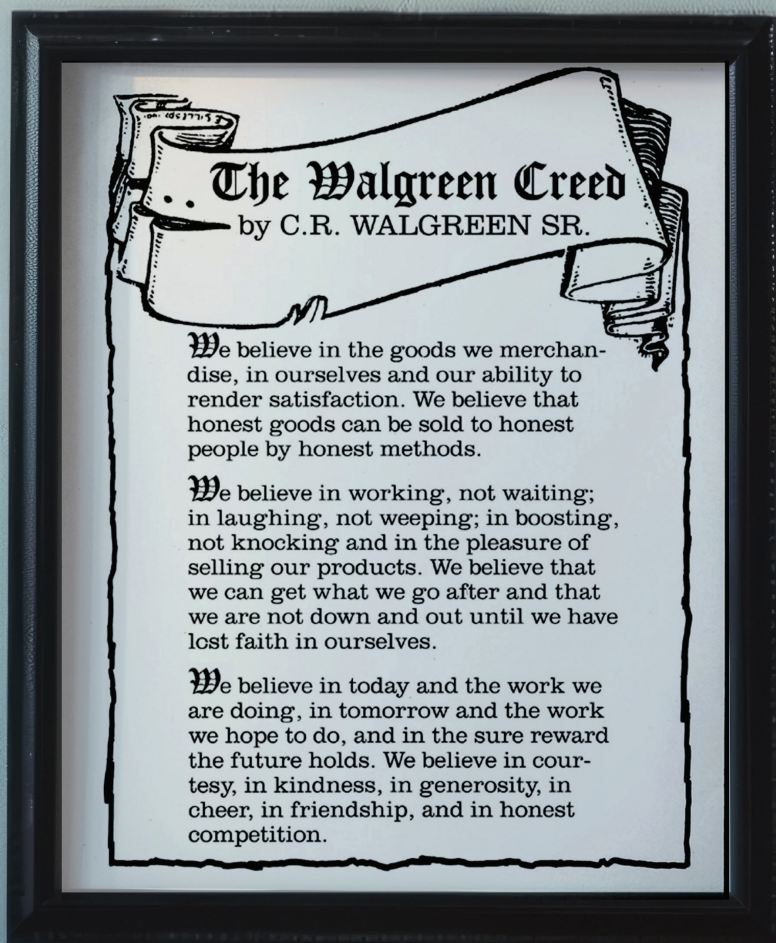
“He always said that the best part of the company is the people, evident by the fact that so many of us spend decades working here. Having celebrated my 20th anniversary earlier this year, I’m honored to be able to carry on a tradition of service that has spanned five generations of my family.

“And being able to combine my educational and professional background as an attorney with my many years of experience as a pharmacy technician in our stores has been the literal cherry on top of the Walgreen malted milkshake!”



# THE WORDS THAT SHAPED WALGREENS

Memos, messages and publications reveal how Walgreens turned principle into practice across generations.



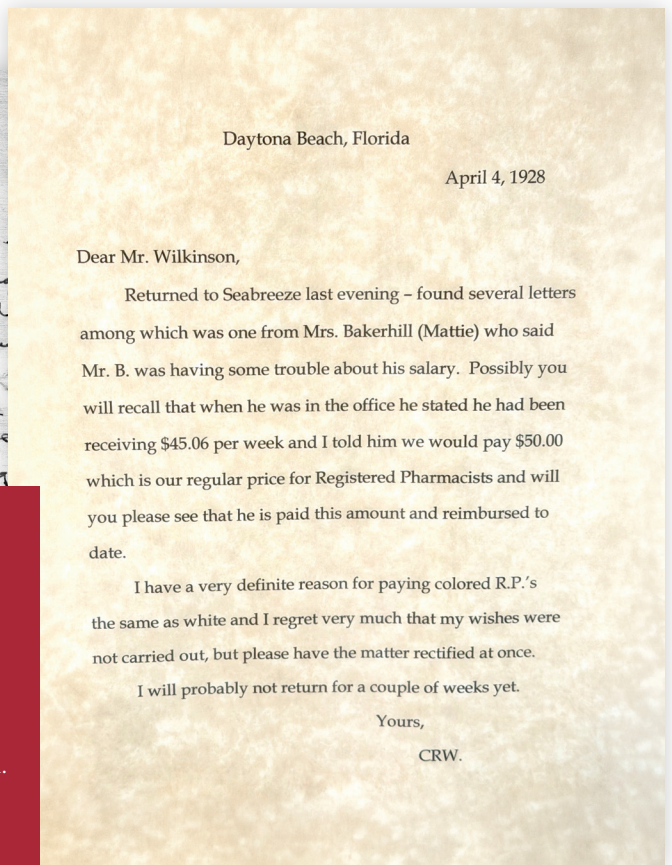
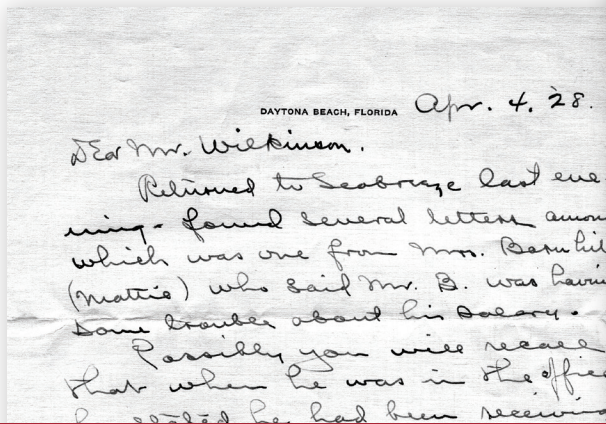
**L**ooking back, it may be tempting to believe the Walgreens story was destined for longevity. In reality, it was built decision by decision—often documented in plainspoken notes, memos and messages—by leaders and team members guided by character and conviction.

Across 125 years, these voices reveal how Walgreens earned trust and sustained it. Together, they form a living record of values put into action.

## **THE WALGREEN CREED**

Walgreens was founded on a clear set of principles, first codified by founder Charles R. Walgreen Sr. in a simple creed. For decades, it hung in every Walgreens store and workplace, serving as both promise and standard.

Though no longer required to be posted, the creed still appears proudly in many locations today as a quiet reminder that how work is done matters as much as what work is done.



## A COMMITMENT TO PAY EQUITY

Long before equity became part of the corporate lexicon, Charles R. Walgreen insisted on paying registered pharmacists fairly and equitably.

When a store manager failed to comply, Walgreen responded swiftly and directly, making clear that fairness was not optional. That expectation, expressed plainly and enforced consistently, set a tone that continues to guide Walgreens' commitment to inclusion today.

Dear Mr. Wilkinson,

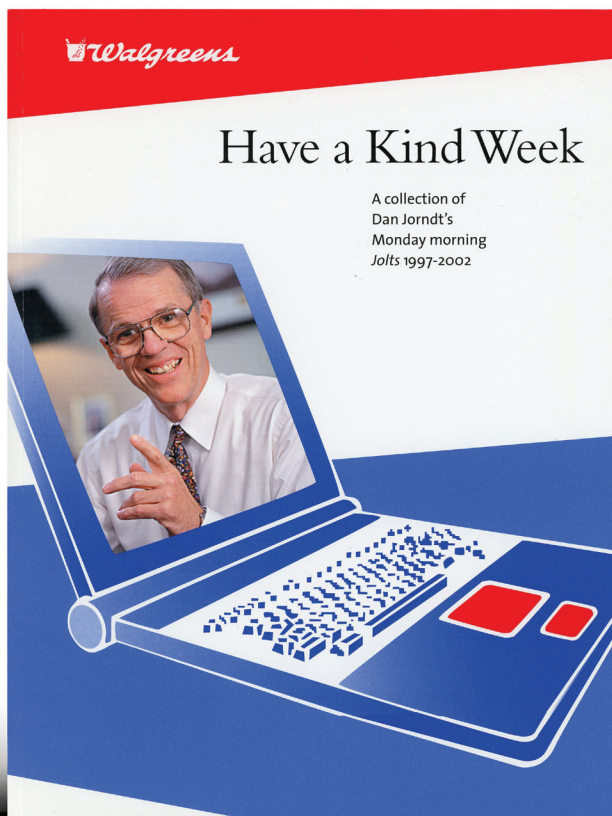
Returned to Seabreeze last evening – found several letters among which was one from Mrs. Bakerhill (Mattie) who said Mr. B. was having some trouble about his salary. Possibly you will recall that when he was in the office he stated he had been receiving \$45.06 per week and I told him we would pay \$50.00 which is our regular price for Registered Pharmacists and will you please see that he is paid this amount and reimbursed to date.

I have a very definite reason for paying colored R.P.'s the same as white and I regret very much that my wishes were not carried out, but please have the matter rectified at once.

I will probably not return for a couple of weeks yet.

Yours,

CRW.



## JORNDT'S JOLTS

Dan Jorndt, who served as chairman and CEO from 1999 to 2003, understood the power of consistent encouragement. The first non-family member to lead the company, Jorndt began his Walgreens career in 1963 and worked his way through the ranks.

His Monday-morning messages—known as Jorndt's Jolts—were brief, candid and motivating. Later collected in a book called "Have a Kind Week," they remain widely shared among leaders.

"Our 'tools' are different than Mr. Walgreen's were in 1901," Jorndt once wrote. "And our tools in 2025 will be even more different. But no matter how our tools change, our principles can't change. They're our foundation, our backbone, and they're simply non-negotiable."



## PUTTING PHARMACY AT THE CENTER

When Charles “Cork” R. Walgreen III became president in 1969, he believed the company had drifted too far from its core purpose.

“There were all these things in the aisles,” he recalled. “You couldn’t even walk without bumping into something. We thought we could sell everything and anything.”

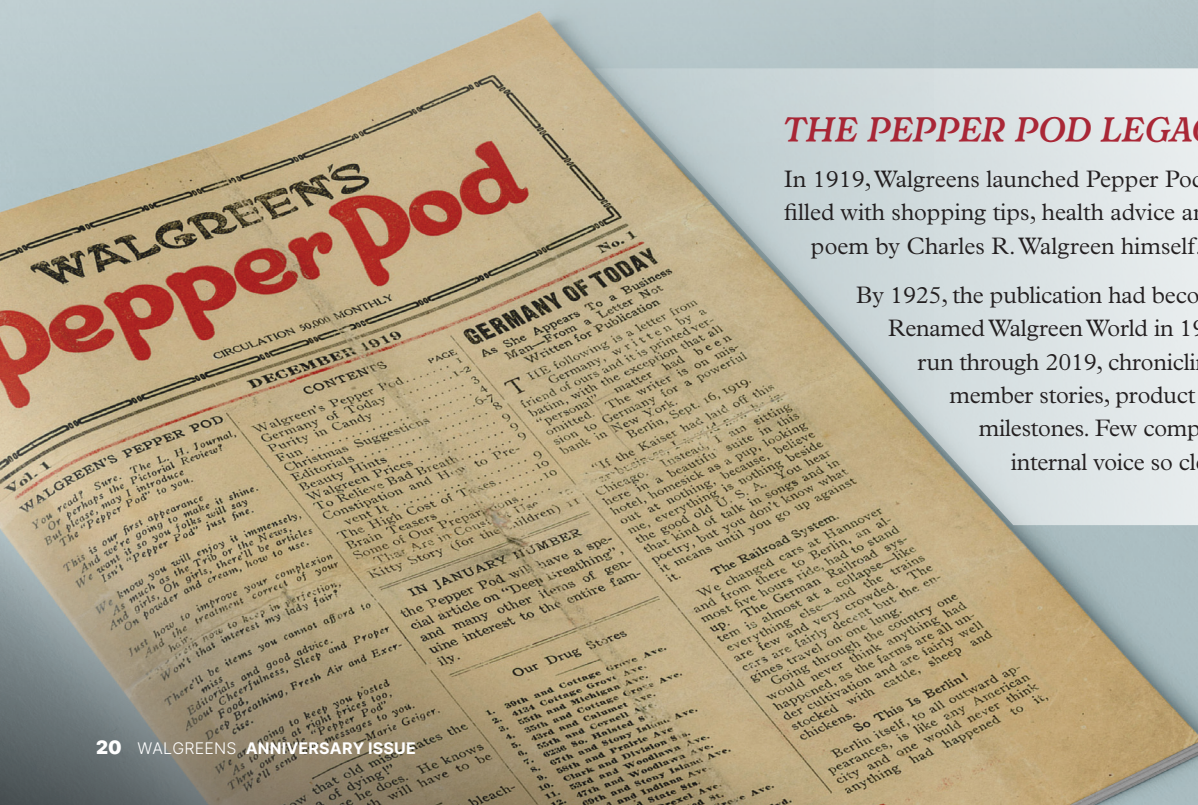
Refocusing Walgreens around pharmacy simplified stores, sharpened strategy and reignited performance. Beginning in 1975, the company went on to achieve 23 consecutive years of record-breaking sales—a testament to the power of disciplined clarity.



## OUR NEXT 125


As Walgreens marks its 125th anniversary, the words may sound different, but the message remains familiar.

“Our history is filled with people who believed their words and their actions mattered,” says CEO Mike Motz. “Over time, we’ve focused on customers, patients and each other, and on getting the fundamentals right. As we celebrate 125 years, we honor a legacy built on trust, service and integrity. That legacy doesn’t live in the past. It guides how we show up for our communities today and how we lead Walgreens into the future.”



## THE PEPPER POD LEGACY

In 1919, Walgreens launched Pepper Pod, a customer newsletter filled with shopping tips, health advice and even the occasional poem by Charles R. Walgreen himself.

By 1925, the publication had become employee-focused. Renamed Walgreen World in 1970, it continued its print run through 2019, chronicling a full century of team member stories, product innovations and company milestones. Few companies can trace their internal voice so clearly, or for so long. 



# Behind the counter, → beyond the call

From 9/11 to Hurricane Sandy to COVID-19, pharmacy manager Eleonora Stravets has been a constant and a calm for her patients in uncertain times.



When history interrupted daily life, Eleonora Stravets kept the pharmacy doors—and her sense of purpose—open.

“I knew that if I’m scheduled, I’m here no matter what,” she says. “It doesn’t matter what’s outside.”

She showed up not to prove a point, but because patients depended on her.

Stravets has been a Walgreens pharmacy manager at store 14444 in Brooklyn, NY, since 2001 and a Walgreens team member since 1999. Over more than two decades, she has worked through historic moments that shaped both New York and the nation, including the Sept. 11 attacks, the Northeast blackout of 2003, hurricanes Irene and Sandy, and the COVID-19 pandemic.

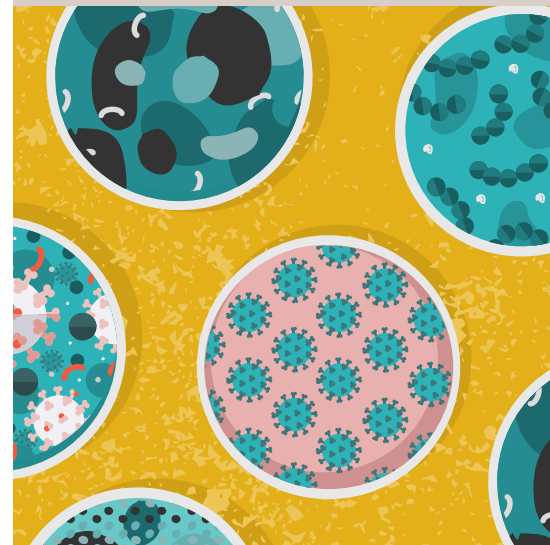
“Pharmacy is my entire world,” she says. “It’s not just my job. It’s who I am.”

## A journey rooted in care

Stravets came to the U.S. from Ukraine in 1992, newly married and raising a young child. She began working as a pharmacy technician at a small independent pharmacy in Brooklyn, learning the business while also learning a new country.

“A few years later, I decided I’m going to go for it,” she says. “I’m going to college.”

In 1999, that independent pharmacy was acquired by Duane Reade, now part of Walgreens. Stravets continued her education, became a pharmacy intern and, in 2001,





↑ Pharmacy manager Eleonora Stravets has weathered snowstorms, catastrophes and pandemics at the same store in Brooklyn, NY, for 25 years.

## “Pharmacy is my entire world, it’s not just my job. It’s who I am.”

a supervising pharmacist. She has remained at the same Brooklyn location ever since.

“I see customers who I met when they were pregnant,” she says. “I was dispensing prenatal vitamins, and now their kids are finishing college.”

### Showing up when it matters most

That continuity became especially meaningful during moments of crisis.

During the Northeast blackout in July 2003, when power went out across New York City in the middle of a heat wave, Stravets didn’t leave.

“Everything went blank—refrigerators, everything,” she says. “But I didn’t go home.”

Instead, she sat outside the store in a beach chair with a flashlight, ready to help patients get emergency medications when needed.

“I stayed outside by the store, waiting for people to come,” she says. “The store manager stayed in the store for days, sleeping in the window. I would go home at night, and then come back again.”

Each emergency looked different. Her response never did.

During 9/11, only weeks after she stepped into her pharmacy manager role, the city and her customers changed overnight.

“The most touching thing was everybody calling each other, asking, ‘Is everyone OK?’” she says. “People were the most patient, the most understanding I’ve ever seen.”

Even retail pressures faded, if only briefly.

“Everybody was kinder to one another,” she says. “I’ve never seen anything like it.”

### COVID-19: An unprecedented test

Nothing, however, compared to COVID-19.

“Oh, boy,” Stravets says, pausing. “I get shivers just thinking about it.”

Her store was in one of the hardest-hit regions in the country: New York City. When Walgreens began offering COVID-19 vaccinations, demand was relentless.

“It was seniors at first, and people came from everywhere,” she says. “Every 10 or 15 minutes we had an appointment. People waited all day.”

All of it happened while prescriptions continued to pile up.

“Physically, I don’t know what gave me strength,” she says. “I don’t know how it was possible, but we did it.”

During that time, Stravets reached out to her regional manager with a candid email about fear and exhaustion. The response stayed with her.

“She came in the next day just to comfort the team,” Stravets says. “Just to tell us we’ll get through it. It brought tears to my eyes.”

Behind the scenes, Walgreens’ Security Operations Center was also working around the clock—monitoring weather, tracking risks, communicating alerts, and helping keep stores open and teams informed during fast-moving emergencies like COVID-19 surges and severe storms.

That quiet support mattered.

“Just knowing someone is watching and helping, 24/7, gives peace of mind,” Stravets says.

### More than prescriptions

For Stravets, dedication doesn’t end with closing time.

She recalls staying more than an hour past close to track down a medication for a patient in need.

Supporting patients throughout it all, including the COVID-19 pandemic. —>

“My family kept calling because they were worried,” she says.  
“But I found it.”

Days later, the patient returned with flowers.

“Patients tell me what’s happening with their families, their health,” she says. “Sometimes they just call to talk.”

After decades in the same store, Stravets knows birthdays, family histories and, in some cases, generations.

“They’re not a number,” she says.

### ‘It’s just who I am’

Despite the long hours and high-stakes moments, Stravets doesn’t see herself as extraordinary.

“I don’t consider myself a hero,” she says. “It’s just who I am. I do what I do, and I live how I live.”

**“I don’t consider myself a hero.  
It’s just who I am. I do what I do,  
and I live how I live.”**

That commitment has defined her entire career and her life.

“I’ve stayed here 26 years and never looked elsewhere,” she says.  
“Retail isn’t easy. But this is my life.”

And when the next storm, emergency or historic moment arrives, she knows exactly where she’ll be.

“If I’m scheduled,” she says, “I’ll be here.” *w*

# WBF

WALGREEN BENEFIT FUND



## A legacy of caring for team members

Long before moments like hurricanes, blackouts and pandemics tested Walgreens team members, the company established a quiet but lasting way to care for one another.

The Walgreen Benefit Fund was created in 1939 following the passing of founder Charles R. Walgreen Sr. In his will, Walgreen donated 2,500 shares—valued at \$50,000 at the time—to launch a fund dedicated to supporting employees facing unexpected and overwhelming hardship.

His vision was simple and enduring: Make sure team members are never left alone during life’s most difficult moments—whether caused by natural disasters, medical emergencies or personal crises. More than 80 years later, the fund remains true to that purpose.

For team members who show up for their communities—like Eleonora Stravets—the fund remains part of the safety net that helps Walgreens care for its own.

### BY THE NUMBERS

# 87

Years the Walgreen Benefit Fund has existed

# 9,741

Approved grants in the past six years alone

# 1,345

Total grants awarded in FY26

# \$2,100

Average grant amount in FY26

# \$13+ million

Granted to team members over the last six years



Walgreens pharmacist Eleonora Stravets holds a vaccine vial, capturing the turning point in late December 2020 when pharmacists began vaccinating the most vulnerable at long-term care facilities.



# What Walgreens means to you

Team members share the moments, memories and meaning behind their time at Walgreens, from first jobs to lifelong careers.



For 125 years, Walgreens has been more than a corner store; we've been a cornerstone in the communities we serve. A place people rely on. A place where careers begin, values are lived and care is personal.

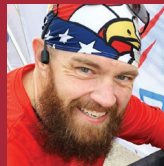
As we celebrate this milestone anniversary of the company's founding in 1901, we asked team members what the Walgreens legacy means to them. Their words tell a story of opportunity, compassion and connection that continues to define who we are.



## Angela Anteau

Beauty and wellness consultant  
Monroe, MI  
4 years

"Many years ago, my husband was very ill. Walgreens never let him down with his prescriptions and always went the extra mile to help. Many prescriptions were urgent and constantly changing. Now that I work here, too, I try to convey that same integrity of customer service and support. I love our pharmacy and am very proud to be a part of our neighborhood Walgreens. Happy anniversary!"



## Luke Siems

Senior manager, Supply Chain  
Fort Worth, TX  
20 years

"Simply ... opportunity. Nearly 20 years ago, I joined Walgreens after college with no real plan. I thought it would be temporary. Instead, I found my path.

"I started as a management trainee and eventually moved into store leadership roles before transitioning to the support center. Along the way, I had leaders who believed in me. Now I try to pay that forward every day. Opportunity is all around even if you don't see it yet."



## Krisina Gilmore

Pharmacy manager  
Baytown, TX  
30 years

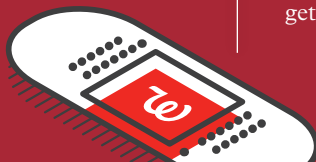
"Walgreens has been a part of my life for 30 years. I started at 17 years old as a cashier. I was blessed to find my career in the pharmacy, and lucky to have mentors who pushed me to believe in myself and finish pharmacy school at Texas Southern University. I was also thrilled to receive the Joyful Lives Champion of Champions Award in 2025. Walgreens helped shape who I am, and I'm deeply grateful."



## Nicholas Covarrubias

Senior business analyst  
Deerfield, IL  
4 years

"Walgreens changed my life trajectory four years ago. After feeling stuck in a career I didn't love, I found purpose here. Walgreens gave me an opportunity to make some real change in the world. The Walgreens community inspired me to grow more and learn leadership skills which enabled me to join a local Rotary Club. Now I get to impact change in healthcare yet another way by supporting local community healthcare initiatives. Most importantly, I met my better half here at Walgreens and we will be getting married in September!"





## Douglas Brzycki

Customer service associate  
Greendale, WI  
3 years

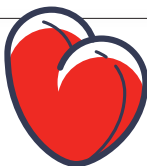
“At the Walgreens in Clintonville, WI, every Wednesday a dad would come in with his 3-year-old daughter to shop. During checkout, his daughter would give me a shy smile and say hello.

“One day she picked a few dandelions and gave them to me! I was so excited and pinned them onto my badge. That was one of the many great memories I have at Walgreens.”



## Nadia Ahmad

Staff pharmacist  
Pineville, KY  
13 years



“In the rural, medically underserved community where I practice, Walgreens is often one of the few healthcare destinations people can rely on.

“Many of our patients don’t have easy access to large hospitals, specialty clinics or advanced healthcare services. Some even walk to our store. For vaccinations, chronic disease support, medication guidance or simply a trusted conversation about their health, Walgreens is where they turn.

“Being able to serve them is an honor I never take for granted. To me, the Walgreens legacy represents accessibility, compassion and the commitment to meet patients where they are especially in communities that need it the most. As a frontline community pharmacist, I am deeply grateful to be part of a team that helps bring care, dignity and hope to the people we serve.”



## Laura Heaven-Ewell

Employment tax manager  
Deerfield, IL  
41 years

“I started my career here at 21 years old, and now—41 years later, as I’m close to retirement—I can honestly say I grew up with Walgreens.

“Throughout my career in the Tax department, Walgreens has been much more than a place to work. It has been a constant partner through every chapter of my life—helping me grow professionally while supporting me personally during both joyful and challenging times. I celebrated some of my happiest moments while working here, including my wedding and the birth of my daughter.

“At the same time, Walgreens showed care and understanding when I needed it most. The support and flexibility I received helped me balance my work responsibilities with caring for my dying parents and supporting my husband through his kidney transplant and the years that followed until he passed, while also being present for my daughter. That compassion made an immeasurable difference in my life.”



## Alexandria Mosley

Pharmacy operations manager  
Dallas, TX  
8 years

“Walgreens holds a very special place in my life. From supporting me through health setbacks, providing financial assistance and now investing in my future through the PharmStart program, the company has consistently shown what it means to care for its people. I’m proud to be part of a company that not only serves its customers but also uplifts and supports its team members.

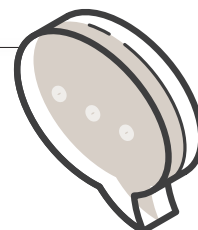
“Walgreens has become more than just a workplace—it’s a meaningful part of my journey, and I look forward to continuing to grow with the company for years to come.”

“Walgreens has become more than just a workplace—it’s a meaningful part of my journey, and I look forward to continuing to grow with the company for years to come.”



## Stacey Boyer

Pharmacist,  
Centralized Services  
Tempe, AZ  
35 years



“Walgreens means stability, strength and innovation. I have many memories, but meeting and shaking hands with Charles R. Walgreen III as a college student left a lasting impression. I was a pharmacy intern when Walgreens rolled out the first drive-thru pharmacy in Indianapolis. It was such an exciting time for the company.” *w*

T H E

future

of Walgreens,

in their

hands



## Kellen Day, PharmD, MBA

PHARMACY EXECUTIVE FELLOW  
Deerfield, IL

Since joining Walgreens in 2019, Kellen Day has seen pharmacy from nearly every angle—from community pharmacy intern to COVID-19 vaccine lead. In 2025, he stepped into a newly created role as the company’s inaugural pharmacy practice leadership executive fellow.

Day now works at the intersection of practice, policy and patient care, helping make pharmacy safer, advocating for broader access to medications, and navigating the complex impacts of insurance and payer systems. Just as importantly, he still spends time in community pharmacies supporting patients directly.

“I really want to make a positive impact not only on patients, but also on the people serving them,” Day says. “When pharmacists and technicians feel supported and excited about their work, it leads to better teams and better care.”

The fellowship reflects Walgreens’ investment in leadership pathways for the next generation of pharmacists.

“Keep your mind open,” Day says. “Your PharmD can open more doors than you might expect.”

New roles and new thinking help us continue to evolve for our customers and patients.

**AFTER 125 YEARS IN BUSINESS,** Walgreens knows one thing for certain: We didn’t get here by standing still. From the beginning, the company has evolved to meet the needs of the communities that rely on it, adapting how and where care shows up.

These team members represent how that evolution continues today—through new roles, fresh thinking and a shared commitment to patients, customers and each other.

# Mariana Endeley-Matute

**HYBRID PHARMACIST** • Little Rock, AR

After nearly two decades of face-to-face patient care in retail pharmacies, Mariana Endeley-Matute began looking for a role that offered flexibility without sacrificing clinical impact. A recommendation from a former manager led her to Walgreens' first-of-its-kind hybrid pharmacist position.

"I wanted to continue caring for patients but also have dedicated time for clinical work without constant interruption," she says. "This role turned out to be exactly what I needed."

Endeley-Matute now splits her time between a community pharmacy and a centralized pharmacy desk. The blend of environments keeps her work energizing while allowing deeper focus when needed.

"When you come back to either space, it feels fresh again," she says. "It really is the best of both worlds."

The hybrid model is one example of how Walgreens is rethinking pharmacy careers to support longevity, growth and balance.



# Erin Baker


**STORE MANAGER** • Bettendorf, IA

For Erin Baker, a store manager with 39 years at Walgreens, the future has always been rooted in human connection.

"People come into stores today because they want that personal interaction," Baker says. "Our job is to make every customer or patient feel seen and cared for."

That care sometimes comes in unexpected forms—like "Shots and Snuggles," a flu clinic Baker hosted with therapy dogs to bring comfort to patients receiving vaccines.

Baker brings the same intentionality to supporting her team members. She spends time talking through the "why" behind expectations, addressing challenges and often sharing a quote to set the tone for the day.

"No matter how crazy things get, there's joy to be found," she says. "At the end of the day, it's not just what you did—it's how you made someone feel." 

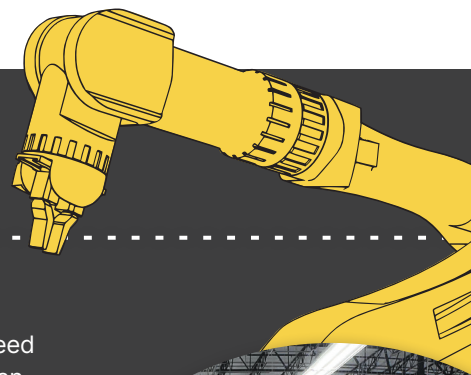


# MEET THE TEAM MEMBER THAT NEVER BLINKS

Behind the scenes at Walgreens micro-fulfillment centers, bright-yellow robotic arms like the LR Mate 200 iD are hard at work filling routine and refill prescriptions with speed and precision. Across 13 micro-fulfillment centers, automation now supports more than 6,900 Walgreens stores, helping fill more than 18 million prescriptions each month.

That efficiency has a human payoff. By handling high-volume tasks, these robotic "team members"—working alongside nearly 3,000 human experts—free up pharmacists in stores to spend more time where it matters most—with patients. It's a modern expression of a long-standing idea: Use innovation to make care more personal.

Together, people and technology are shaping the future of pharmacy, where convenience works quietly in the background and care stays front and center.





# WHAT DOES WALGREENS LOOK LIKE 25 YEARS FROM NOW?

Team members share bold, human and sometimes unexpected visions of how Walgreens could shape the future of retail pharmacy.

**FOR MORE THAN A CENTURY**, Walgreens hasn't just responded to change—we've imagined it. Long before pharmacy drive-thrus became a convenience customers expect, Walgreens leaders predicted their potential. Although the first drive-thru pharmacy opened in 1951, the idea didn't take off nationwide until Walgreens opened its first drive-thru location in 1990. Within a decade, drive-thrus were standard at most of our stores.

That habit of imagination—looking ahead before the world catches up—has always been part of who we are. So we asked today's team members to do the same: Imagine Walgreens 25 years from now.

From artificial intelligence and automation to community, inclusion and even care beyond Earth, here's how our team members envision the Walgreens of tomorrow.

## Walgreens as a proactive, connected health ecosystem

“As you walk into Walgreens in 2051, the store already knows you. Sensors at the entrance quietly scan vital signs and sync with your lifelong health profile. Shelves light up, guiding you to what your body needs, while irrelevant options fade away. An automated shopping cart moves alongside you, acting as both personal shopper and health guide.

“Prescriptions no longer react to symptoms—they adapt in real time, designed to prevent issues before they appear. Aging itself feels softer, personalized through predictive health modeling and precision care. Checkout happens automatically as you leave.

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*Any forward-looking statements, forecasts or opinions expressed by team members are their own and should not be interpreted as official company views, commitments or indications of Walgreens' future plans or strategies.*

“This Walgreens isn’t a place you visit when you’re sick. It’s a place you come to stay optimized, where healthcare finally walks beside you, one step ahead.”

**Scott Newman**, director of Asset Protection Operations at the support center in Deerfield, IL

“I picture a future where Walgreens becomes a fully connected health hub powered by advanced science and technology. Diagnosing common conditions will be quick, accurate and accessible. Every store includes drone delivery hubs, with medications and essentials arriving within minutes.

“Most importantly, this level of innovation would be available to all communities. Walgreens could lead the way in making healthcare faster, smarter and more equitable for future generations.”

**Juli Warren**, senior IT recruiter at the support center in Deerfield, IL

“In 25 years, stores will use AI, robotics and real-time health data to deliver personalized care for every patient. Prescriptions will be custom compounded on demand, autonomous delivery will bring medications within minutes and virtual pharmacists will be available 24/7 through augmented reality or holographic consultations. Walgreens won’t just be a pharmacy. It will proactively monitor, predict and help prevent health issues, while staying rooted in the community.”

**Shomaila Liaqat**, store manager at 14202 in New York, NY

## Automation, kiosks and frictionless access

“In 25 years, picking up prescriptions, getting a vaccine and leaving with snacks you didn’t plan on buying will be seamless. The pharmacy will run like a pit crew: robots pre-sort medications in the back while humans handle the edge cases. Curbside becomes the default—you’ll order from your car, smartwatch or fridge, and a locker pod rolls out like a vending machine on wheels.



“The wellness bar replaces the waiting room: blood pressure, A1C checks, strep tests and telehealth booths. There will still be a real clinician on site because even in 2051, insurance claims require a human sacrifice. Rewards get absurdly personalized, receipts get shorter and the app reminds you to drink water and call your mom.”

**Matt Ville**, emerging store manager at 3063 in Fort Lauderdale, FL

**“CUSTOMERS WOULD receive prescriptions using facial recognition or a device linked to their account—the same system used for store purchases.”**

“Walgreens could evolve into a mostly virtual experience built around individual kiosks with AI pharmacists available for consultation. Customers would receive prescriptions using facial recognition or a device linked to their account—the same system used for store purchases. Products would no longer be opened, sampled, eaten or used before purchase. Instead, items would be paid for first and then dispensed by robotic systems at a separate pickup point.”

**Donald Blackburn**, shift lead at 7018 in Phoenix, AZ

“I’d like to see Walgreens move toward a vending machine or locker experience for prescription pickup. Customers could complete ID verification and retrieve their medications without waiting in line. Voice-recorded pharmacist guidance would be available in the app, letting patients replay instructions whenever they need them. This approach offers advice on demand, reduces bottlenecks, and improves both customer experience and operational efficiency.”

**Daya Kadam**, senior systems engineer at the support center in Deerfield, IL

## Smarter systems and clinical integration

“Twenty-five years from now, Walgreens will be fully integrated with local clinics and hospitals. Shared access to diagnoses and clinical history will improve care for complex patients and eliminate delays. Prescriptions from ERs will route automatically to open, appropriately staffed locations.

“Direct messaging with prescribers about shortages and clinical concerns will reduce backlogs and improve patient experience. Integration with Epic and similar EHR systems will make care faster, smarter and more connected.”

**Hannah Navarre**, pharmacist at 13012 in Manassas, VA



## The evolving role of pharmacists and team members

“I imagine Walgreens pharmacies operating more like doctor’s offices. Pharmacists would meet with each patient to review medications they’re taking and not taking, recommend vaccines, conduct pill counts and provide ongoing care, not just transaction-based service.”

**Julie Stark**, pharmacy manager at 19333 in Sidney, NY

“In the future, most Walgreens locations operate primarily through drive-thru or curbside service. Staff or robots would pick orders with no hands-on shopping, and stores would function as mini warehouses rather than traditional aisles. Prescriptions would be drive-thru only, with pharmacists focusing on patient interactions while AI and robotics support technical tasks.”

**Eric Hoefler**, emerging store manager at 11730 in Cortland, OH

“Walgreens locations may become digitally secured environments accessed through app-based ID verification. Smart entrances would guide customers to pickup, drive-thru or in-store shopping.

“AI and geolocation would direct shoppers to items, while photo-verified compliance checks streamline operations. Technology improves security, efficiency and customer navigation without sacrificing support.”

**Justin Rider**, store manager at 11674 in St. George, UT

## Community, culture and inclusion

“I imagine a Walgreens that is a proud destination for the disabled community—where our needs are centered, not hidden. Mobility aids would be colorful and customizable. Clothing would be adaptive, inclusive of people using wheelchairs, medical devices, compression wear and gender-affirming apparel.

“Food offerings would align with real health needs, from whole foods and gluten-free options to electrolytes for autoimmune conditions and diabetic-friendly snacks that reduce stigma. Walgreens could offer storage solutions for medical devices, attractive medical alerts people actually want to wear and even shopping bags designed with secure prescription pockets. For those newly diagnosed, educational resources would be readily available.

“People with disabilities are among Walgreens’ most consistent customers, regularly visiting for prescriptions and supplies. Disability is the one community anyone can join at any time. In 25 years, I hope Walgreens is known as a champion for disability inclusion and pride, creating a space that truly serves the people who rely on it most.”

**Dana Becker**, senior tax analyst at the support center in Deerfield, IL

“If someone from 2026 walked into a Walgreens in 2051, it would feel familiar in purpose but entirely different in spirit. Walgreens is no longer a place you visit when something goes wrong—it’s a place you return to stay well.

“Mobility is the first shift. Electric mobility chairs become everyday transportation, not medical devices—quiet, elegant and dignified. Walgreens helps lead that change, treating mobility as an extension of independence, not limitation.

**“WELLNESS BECAME premium not in price, but in care. People learn to tune their health before it breaks, not repair it afterward.”**

“Medicine softens, too. Western pharmaceuticals now exist alongside traditional and plant-based remedies. Fewer supplements, fewer promises, only what is intentional and effective. Wellness became premium not in price, but in care. People learn to tune their health before it breaks, not repair it afterward.

“What stands out most is the space itself. Stores feel warm and calm, designed to slow time just enough. As Walgreens became a place of care rather than consumption, theft declines and the community grows.

“Walgreens is no longer just a store. It’s a place to reset. Because health was never only about medicine, it was always about how people move, gather and feel safe being human.”

**Sally Cheung**, buying manager in Global Sourcing

“Walgreens’ future front end will be personalized and interactive. Customers and team members could recommend inventory changes, pitch product ideas and participate in brand collaborations driven by cultural trends. These tools would live on the app and website, helping Walgreens stay relevant to every generation.”

**Aryan Saha**, customer service associate at 11786 in Irvine, CA

## Beyond the store

“Over the next 25 years, Walgreens could help redefine healthcare for a multi-planet future. As humans begin living and working beyond Earth, Walgreens is uniquely positioned to bring trusted pharmacy care wherever people explore.

“By combining pharmacy expertise with advanced logistics, AI-driven digital health and autonomous systems, Walgreens could support space missions with medication delivery, diagnostics and self-contained health pods aboard commercial space platforms.

“This vision transforms Walgreens from a neighborhood cornerstone into a guardian of human health on the next frontier—providing care without planetary limits, on Earth and beyond.”

**Soulat Umer**, director of software engineering at the support center in Deerfield, IL



“I see Walgreens showing up in unexpected places—from digital kiosks on planes, trains and in airports that give travelers access to medications and essentials, to partnerships that help close care gaps by honoring plant-based remedies and Indigenous knowledge in underserved communities. At the same time, Walgreens invests in the future workforce by identifying STEM students early, offering pharmacy tech roles as first jobs and developing the pharmacists of tomorrow who solve problems we haven’t even imagined yet, maybe even at NASA.”

**Chrissy Green**, senior pharmacy technician at 15304 in Atlanta, GA

Twenty-five years from now, some of these ideas may feel ambitious. Others may feel inevitable. A few may surprise us. But history reminds us that many of Walgreens’ most important innovations began as someone imagining what could be. *W*

This custom illustration of a futuristic Walgreens “fly-thru” was drawn for a manager’s meeting in the ‘90s.



## AHEAD OF THEIR TIME

For decades, Walgreens team members have shared their visions of what the future might hold. Some predictions missed the mark. Others were surprisingly accurate. A few turned out to be well ahead of their time.

Looking back, those ideas feel less like guesses and more like early signals of where retail pharmacy was headed:



**IN THE 1960s**, predictions about the year 2000 imagined airborne vehicles, automated grocery and department stores, and widespread use of robots and machines. While flying cars are still elusive, automation is very much part of our reality. Today, robots power our micro-fulfillment centers, helping fill prescriptions and freeing up pharmacy team members to focus on patient interaction and clinical services.



**IN 1979**, then-company president Fred Canning told shareholders, “We can envision new dimensions in healthcare services—sickroom supplies, hearing aids, health testing equipment.” Nearly 40 years later, Walgreens began offering hearing aids, turning that vision into reality.



**IN 1994**, a Walgreens executive predicted that by 2010, “Desktop computers will be ancient history. Computing power will travel with each of us. You won’t be able to tell the difference between a telephone and a computer.” Just 13 years later, the first iPhone was released—forever changing how people communicate, work and access information.



# WALGREENS GOES HOLLYWOOD

These films had more than stars—they had Walgreens. Match the movie to the Walgreens moment it featured.

**ROLL FILM.** For as long as Hollywood has been telling stories about everyday life, it's been sneaking in the places audiences know best—including Walgreens. From classic rom-coms and edge-of-your-seat thrillers to family favorites, our iconic storefronts and aisles have made cameo appearances you might have missed. Grab the popcorn and test your film knowledge by matching each plot summary to the movie that featured a Walgreens moment. No director's cut allowed.

## THE CHALLENGE

"My Sister Eileen" (1955)

"Hocus Pocus 2" (2022)

"Sleeping with the Enemy" (1991)

"Freakier Friday" (2025)

"U.S. Marshals" (1998)

**1** An airplane bearing gruff U.S. Marshal Sam Gerard (Tommy Lee Jones) crashes in the wilderness. On board the same flight is Mark Sheridan (Wesley Snipes), a federal prisoner accused of double murder, who escapes during the ensuing chaos, but not before rescuing several people from the wreckage. Gerard is ordered to hunt down the fugitive along with State Department agent John Royce (Robert Downey Jr.), and the two pursue Sheridan relentlessly, despite growing doubts about his guilt. In this film, a Walgreens store and logo are briefly shown on screen.

**FUN FACT:** This film is a standalone sequel to *The Fugitive* (1993), with Tommy Lee Jones reprising his Oscar-winning role as Sam Gerard—one of the rare times a U.S. Marshal became an action franchise hero.



**ANSWER:**



**2** Two small-town sisters—an aspiring writer, Ruth (Betty Garrett), and a would-be actress, Eileen (Janet Leigh)—move to New York City. They find lodging in a shabby apartment and struggle to find promising gigs. For Eileen, her luck changes as she wins the heart of innocent, wholesome Walgreens fountain manager (Bob Fosse), and all the Cokes she can drink.

**FUN FACT:** The film is an adaptation of a Broadway musical based on real-life essays by writer Ruth McKenney about her and her sister's move to New York—a story that helped cement the soda fountain as a symbol of midcentury Americana.



**ANSWER:**

**3** This eagerly anticipated sequel to the beloved Disney classic brings back stars Jamie Lee Curtis and Lindsay Lohan for more laughs and life lessons as they walk in somebody else's shoes. For Tess (Jamie Lee Curtis), once again a teen girl in a grown woman's body, the walk includes a trip through Walgreens' aisles for all the "essentials" she thinks she needs.

**FUN FACT:** Jamie Lee Curtis and her mother, Janet Leigh, both star in films that take place in a Walgreens exactly 70 years apart!



**ANSWER:**

**4** As the haunting sequel to the Halloween Disney classic, this film brings back the delightfully wicked Sanderson Sisters for more comedic mayhem nearly 30 years later. Walgreens store 10099 in Providence, RI was selected for the exterior shots, while store 19900 was chosen to shoot several scenes set in a drugstore as the sisters looked for a special potion.

**FUN FACT:** Nearly 30 years after the original, the sequel became one of Disney+'s most successful streaming premieres, proving the Sanderson Sisters still had blockbuster magic decades later.



**ANSWER:**

**5** A psychological thriller about Laura Burney (Julia Roberts), a woman who fakes her own death to escape her obsessive, abusive husband, Martin (Patrick Bergin). She relocates to Iowa, forging a new identity and starting a new relationship, only for Martin to discover her deception and track her down. Walgreens is mentioned by the main characters as part of the script.

**FUN FACT:** The movie spent eight consecutive weeks at No. 1 at the box office, making it one of the biggest psychological thrillers of the early 1990s and one of Julia Roberts' most dramatic early roles.



**ANSWER:**

**ANSWERS:** 1. "U.S. Marshals" (1998) 2. "My Sister Eileen" (1955) 3. "Freakier Friday" (2025) 4. "Hocus Focus 2" (2022) 5. "Sleeping with the Enemy" (1991)



# Can you name that brand?

A quick test of your Walgreens brand knowledge, past to present.  
Match each Walgreens owned brand with its story.



From the very first Walgreens store in 1901, owned brand products have been part of who we are. Founder Charles R. Walgreen Sr. believed customers deserved high-quality products they could trust at a better value, and he insisted those products be good enough to carry the Walgreens name.

Over the decades, that commitment has shown up in unexpected places, creative names and evolving categories across the store. Think you know our brands? Match each one below with its origin story.

**1** Named after Charles R. Walgreen Sr.'s dog—a gift from his children—this brand appeared on items such as shaving cream, golf balls, playing cards and rubber goods from the 1920s through 1960s.

**2** Launched in 2010, this brand is currently one of our largest and most recognizable, spanning snack, beverage, grocery and baking products. Gummy mango peelable candy from this brand went viral on social media in 2024, sending product flying off the shelves.

**3** Sold in the 1930s and 1940s, this owned brand line of radios has remained popular among collectors for their attractive Art Deco designs with quality wooden cases and innovative features like “Ther-O-Meter” station dials that eliminated speaker interference.

**4** For your furry friends, this brand first came out in 2011 and underwent a rebrand in 2025. It includes a growing roster of pet treats, toys, food and accessories, reflecting the trusted quality and standards pet parents have come to expect from us.

**5** Regarded as the first owned brand sold by Walgreens, this product was hailed triumphantly as “extremely efficacious in exterminating bedbugs” and thought to be inspired by Charles R. Walgreen’s own struggles with the critters in early apartment experiences as a young pharmacist.

**6** The latest in a long line of owned brands in the beauty and personal care category, this skincare brand launched in 2025. Its dermatologist-tested products are formulated for youthful skin, aligned with the growing interest among teens for ingredient-driven skincare.

## HOW DID YOU DO?

Whether your expertise is vintage radio dials or viral candy trends, Walgreens’ owned brands tell a story of creativity, quality and care—125 years and counting.

Charles R. Walgreen Sr.  
with pet Po-Do



SPOT THE DIFFERENCE:

# PHARMACY *of* THE PAST

Look closely and find the **10 changes** hidden between these two Walgreens store scenes.

Walgreens stores have come a long way since the first store opened in 1901. From the products on the shelves to the way we serve our communities, change has been part of the story from the start.

Take a closer look at these two images of a classic Walgreens pharmacy—one original, one updated. Hidden between them are 10 differences. Can you find them all?



## GAME ON

Circle each difference you spot. Think you've found all 10? Compare notes with a teammate—or see who finishes first.



## FUN FACT

The original photo above features real Walgreens pharmacists at a store in Downers Grove, IL, in 1964.



ANSWER KEY:



# THE YEAR Walgreens Began

A snapshot of the world when Walgreens was founded.

**WHEN WALGREENS OPENED ITS FIRST STORE IN 1901**, the world was already in motion—on the edge of innovation, industry and change. Here's a look at what else was happening when our story began.

**Nordstrom, Cadillac Motor Company and Firestone Tire and Rubber Company** were founded, signaling **A NEW ERA OF AMERICAN RETAIL AND MANUFACTURING.**



**CONNECTICUT** became the first state to regulate motor vehicles, setting speed limits of 12 mph in cities and 15 mph on country roads.



**THE AMERICAN LEAGUE** debuted in **Major League Baseball**, helping shape the national pastime.



**THE FIRST NOBEL PRIZES** were awarded, recognizing breakthroughs in physics, chemistry, medicine, literature and peace.



**A LOAF OF BREAD** typically cost between 2 and 5 cents—proof that daily life looked very different then.

2¢



**PRESIDENT WILLIAM MCKINLEY** was assassinated, and **Theodore Roosevelt** was sworn in as the youngest U.S. president in history at age 42.



**THE FIRST WIRELESS RADIO TRANSMISSION** was successfully sent across the Atlantic Ocean, shrinking the world in a way never before possible.



And in the middle of all that change, Walgreens opened its doors—ready to serve the everyday needs of its community.



**125 YEARS LATER, THE WORLD KEEPS MOVING. SO DO WE.**

*Walgreens*