

# Handbook

## Extern Programs in Stores

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*January, 2012*

*Version 3.0*



**REDI**

Retail Employees  
with Disabilities Initiative

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## The Walgreen Vision, Mission, and Values

### The Vision

To be “My Walgreens” for everyone in America – the first choice in health and daily living, owning the strategic territory of “well.”

### The Mission

To be the most trusted multichannel provider and advisor of innovative pharmacy, health and wellness solutions, consumer goods, and convenient services in communities across America. A destination where health and happiness come together to help people manage well, get well, stay well and live well.

### Our Values

Based on the principles upon which Walgreens was founded over a century ago.

**Honesty, trust, and integrity** with our customers, our shareholders, suppliers, the communities we serve, and among ourselves.

**Quality** through consistent and reliable service, advice, and products across every touchpoint and channel.

**Caring, compassionate**, and driven to delivering a great customer and patient experience through outstanding service and a desire for healthy outcomes.

**A strong community commitment and presence** built through service, expertise, and the personal engagement of every Walgreen team member.

## The Four-Way Test

Walgreens has a Four-Way Test of the things we think, say, or do. Ask yourself:

- Is it the truth?
- Is it fair to all concerned?
- Will it build good will and better friendship?
- Will it be beneficial to all concerned?

## Extern Programs in Stores

Walgreens is partnering with a variety of community entities to enhance employment skills and or opportunities by creating the Extern Programs.

At the end of these programs, externs will have had the chance to learn how to:

- Operate a cash register.
- Stock and organize (face) the shelves.
- Replace price tags / product descriptions (mylars).
- Receive products from the Warehouse Truck.
- Merchandise by building tables, end stands, or setting up a department.
- Provide exemplary customer service.
- Utilize a variety of interpersonal and social skills to be successful working in a store.

The program gives you an opportunity to experience how a Walgreens store operates from an employee's viewpoint.

If you do well in the program, you will be prepared for the possibility of working in a Walgreens Store. You may be considered as a viable candidate for future employment.

## REDI Program

One Extern Program specific to Walgreens is the REDI Program. REDI stands for Retail Employees with Disabilities Initiative. Here are some answers to frequently asked questions.

Q: What is REDI?

A: REDI is a program that provides retail skills to externs with a variety of disabilities. The program works in partnership with agencies within a community to provide job coaches who can help externs gain skills and the opportunity of future employment.

Q: What are the goals of the program?

A: The goals and objectives include:

- To offer the opportunity to acquire the skills in demand for the retail and customer service sectors.
- To create a pool of talent for Walgreens that can strengthen the team and add to our customers' positive experience.
- To uphold Walgreens dedication to customer service and our communities.

Q: How are we going to meet our goals?

A: There are two parts to making this a successful program.

- Part 1 – Store Personnel Train Coaches
  - Walgreens will spend time training coaches to take a prominent role in training extern candidates with disabilities.
  - Coaches will receive training on each of the jobs/tasks and will be proficient at the fundamentals of working in a Walgreens store.

- Part 2 – Coaches Train Extern Candidates
  - Coaches will guide the externs through a series of training opportunities to help build skills, store knowledge, interpersonal skills and uphold Walgreens standards of professional conduct.

Q: What is the role of the job coach?

A: The job coach will work directly with externs to prepare them for working in a store. This includes teaching skills for specific jobs and tasks, and helping each individual extern with social and customer service skills. They will be using a performance-based curriculum and coaching to help make each extern successful.

Q: What can REDI externs expect?

A: REDI externs will be provided a comprehensive, hands-on, in-store and agency based training program. The training involves working in a store and classroom training off-site. The focus of the training is to teach externs the skills needed to work in a retail environment. The length of the training is determined by the funding resources.

Q: What skills will be covered?

A: REDI externs will learn the job skills required for a service clerk position. In addition, the training will include interpersonal, social and customer service skills needed to be successful in a retail environment.

Q: What are the Business Conduct expectations?

A: Honesty and integrity are the cornerstones upon which Walgreens Co. was founded. We expect employees to behave in a manner that is consistent with the highest standards of both corporate and personal behavior. Coaches and externs are held to the same high standards as our employees. Our overriding principle is integrity and we pledge ourselves to

be honest in our relationships with each other, with individuals outside the Company, and with other organizations.

Q: How will Job/Task and Curriculum Evaluations be used?

A: Coaches use the Curriculum while they are teaching, guiding, supporting and coaching both job tasks and customer service skills. Coaches need to ensure that each extern is fully prepared and has covered all the training required to be a successful candidate for possible employment at Walgreens.

The Store Manager will complete the final evaluation, to determine if an extern has mastered the skills required by a Walgreens Service Clerk. Those who receive an adequate score will receive a recommendation for hire as a Service Clerk at the completion of the program.

Q: Will the extern automatically be given a job after I complete the program?

A: No. The program will prepare externs to work in a retail environment. Successfully completing the REDI Program does not guarantee employment at Walgreens. A store manager will use the Evaluation at the end of the program to assess extern readiness for a position at Walgreens.



## Store Tour Guide

PEOPLE TO MEET	QUESTIONS TO ASK
Management Team	What are your expectations for your employees? What do customers compliment us about in our store? What do customers voice concern about? What are the hottest items in this store? What time of day are we the busiest? Is there anything unique about this store I should know? How do you handle an upset customer? How do we handle out-of-stock sale items?
Service Clerks	When do you call for more help? What do you do when the alarm goes off as a customer is leaving the store? Can anyone ring a sale on your register? Do you get to know customers by name? What's the most challenging part of your job?
STL	What is a typical day like for you? What is Warehouse Day? Are you in charge of pharmacy inventory too?
Pharmacy Team	How many prescriptions do we fill in a day? When are we busiest in the pharmacy? Do we ring up prescriptions anywhere else in the store? How many pharmacists work in this store? How does the drive-thru work? Are generic medicines really just as good as the brand-name ones?
Beauty Advisor	What is "suggestive selling"? Can a customer sample products in the store? Do we have a policy for customers who aren't satisfied with their purchase? Why do they call your area the Red Zone?
Photo Specialists	How many one-hour photo jobs do we complete in a day? What photo services do we offer? What happens if we can't find a customer's pictures?

## Store Terms

Here are some acronyms and phrases you'll hear around the store.

<b>TERM</b>	<b>MEANING</b>
BDM	(Basic Department Management) An online program that provides a weekly plan for where and how items should be merchandised in your store. This plan is based on your store's size, layout, and customer profile.
Checkpoint / EAS	Checkpoint is the Walgreens Electronic Article Surveillance (EAS) system. Expensive or commonly shoplifted items are tagged with a special sticker that trips an alarm when a person tries to leave the front of the store with that item. You will learn which items are tagged and how to deactivate them.
DC	(Distribution Center) Like a warehouse, your DC stores and ships the merchandise to your store. One DC serves hundreds of stores.
DM	(District Manager) The DM is your Store Manager's immediate supervisor.
Endcap / Endstand	A display located at the end of an aisle.
EXA	(Executive Assistant Manager) A manager in training to become a Store Manager.
Face / Facing	Facing involves pulling items forward on the shelf and turning the label so that it "faces" the customer. This gives the store a professional appearance.

<b>TERM</b>	<b>MEANING</b>
IC3	(I see three) This paging code is sometimes used when three or more people are in line, and you need to call for help. It's very important to check out customers quickly so they'll want to come back again.
Intercom Plus	With this satellite system, we can access a customer's pharmacy records from any Walgreens store.
LPS	(Loss Prevention Supervisor) A district employee who helps your store with issues such as shoplifting, vendor theft or employee theft.
Mylar	A price tag displayed with an item on the shelf. Each item should have one.
Ones, Nones and Tons	These are three stock conditions your store needs to correct. "Ones" means just one item is left on a shelf. "Nones" means out or none left. "Tons" means there are way too many items remaining. By accurately identifying these three conditions, your store can move to correct them.
OTC	(Over the Counter) Medication that customers can buy without a prescription.
Pull Shorts	This is a task that involves looking for "ones" or "nones", and filling the shelf with more of that item from the stockroom if available.
Red Zone	This is the area of your store around Cosmetics that should always be covered. It is usually covered by the Beauty Advisor, but others may be assigned to watch this area as well.

<b>TERM</b>	<b>MEANING</b>
Rx	Prescription
Scan	Every item we sell should have a UPC or bar code . In the process of ringing up a customer's purchases, beams of light flash across the UPC. This "scan" is how the system recognizes the item.
Side Panel	A type of display. Side Panels are located on the side of an endstand.
SIMS	(Strategic Inventory Management System) We use this to monitor inventory and replenish items that have sold.
Telxon	A brand of handheld inventory device. This device is used to verify inventory, request signs and mylars for printing, receive inventory and many other functions. The Telxon works by scanning WIC numbers or UPCs with beams of light.
UPC	(Universal Product Code) Standard bar code used to identify grocery and retail merchandise.
WIC Number	(Warehouse Identification Code) Each item in your store is assigned a six-digit number. This number is used to identify every item for inventory and pricing purposes.

## Dress for Success

A blue polo shirt (complete with name tag) should be worn whenever you're working. Refer to the dress code below for specifics about what to wear (and what not to wear).

Because individual districts or regions may differ slightly on dress code, employees should follow the rules their store managers give them. Clothing and appearance should be functional and professional at all times.

MEN	
DO WEAR	DO NOT WEAR
<ul style="list-style-type: none"> <li>• Shirt with short or long sleeves</li> <li>• Khaki or dress pants</li> <li>• Socks with low-heeled dress shoes</li> </ul>	<ul style="list-style-type: none"> <li>• Sleeveless shirt</li> <li>• Blue jeans, jogging suites or sweats</li> <li>• Shorts or cutoffs</li> <li>• Tennis shoes</li> </ul>
WOMEN	
DO WEAR	DO NOT WEAR
<ul style="list-style-type: none"> <li>• Shirt or blouse with sleeves</li> <li>• Khaki or dress pants, skirt or dress</li> <li>• Socks or nylons with flats, low-heels or mid-heels</li> </ul>	<ul style="list-style-type: none"> <li>• Sleeveless shirt or dress</li> <li>• Blue jeans or stretch pants</li> <li>• Mini-skirts or low-cut dresses</li> <li>• Bare feet or bare legs</li> <li>• Open-toed shoes, tennis shoes or spiked heels</li> </ul>

## Safety Standards

At the back of the store, you will find a Walgreens Emergency Actions Reference Booklet. Familiarize yourself with where the booklet is located and the types of actions it includes.

To report store emergencies, first call **9-911**, then call **1-866-WAGS411** for **additional guidance**.

This booklet has step-by-step instructions in English and Spanish and includes information on: for each of the following safety emergencies:

- Fuel Spill
- Civil Disturbance
- Store Evacuation
- Fire
- Media Response
- Chemical Spill
- Internal Notification
- Emergency Services
- Accident Response and Reporting
- Natural Disaster
- Robbery
- Bomb Threat

## Lifting Techniques

Most back injuries are caused by not lifting objects properly. Following these simple rules will help you avoid hurting yourself.

- Stand close and face the object to be lifted.
- Make sure it is not too heavy for you to pick up by lifting a corner or edge before you pick up the object.
- Get help if the object is too heavy or bulky for you to handle alone.
- Bend at the knees and not at the waist.
- Grasp the object at opposite corners and bring it close to your body.
- Use your legs to lift the object slowly, steadily, and smoothly.
- Keep the object close to your body.
- Maintain normal posture (back straight, shoulders level).
- Move your feet to turn around. Do not twist at your waist.
- Use a ladder or step stool to place objects above your head.

## Using a Box Cutter

- Keep a firm grip on the box cutter.
- Always cut away from your body.
- Turn long boxes sideways and cut from side-to-side.
- Always keep your free hand out of the way of the cut.
- Close the box cutter before putting it away.
- Never leave box cutters unattended.

If you are using the S3 Box cutter, you can cut tape without opening the blade.

- Use the tape notch to cut tape without exposing the blade.



## Stacking & Storing Merchandise

### Consider what's inside:

- If it's fragile, handle it with care.
- If it's flammable or combustible, store it away from heat sources.
- If it's temperature-sensitive, refrigerate it.

### Observe proper limits:

- Make sure the shelf is sturdy enough to hold the weight.
- Do not stack merchandise higher than the manufacturer recommends on the outside of the container.
- Make sure the stack is stable and will not topple or collapse. Use a ladder to reach higher shelves (see “Using a Ladder” section)

### Observe proper clearances:

- Do not block aisles or exits. If you temporarily have products in the aisles that reduce the aisle to less than 2 feet, put up a warning sign.
- Do not store merchandise over the walk-in freezer or cooler.
- Merchandise must be at least:
  - 18 inches from the sprinkler heads in the ceiling.
  - 3 feet from the sprinkler control valve.
  - 5 feet from all heaters and electrical panels

Restack any merchandise that is too close to the sprinkler heads, sprinkler control valve, heaters, and electrical panels.

## Using a Ladder

### Use the Right Ladder for the Job

- Use a fiberglass or aluminum step ladder to:
  - Put merchandise away or take it down
  - Hang signs
  - Clean fixtures

### Never use a Makeshift Ladder

- Never stand on a chair or table
- Never put a ladder on any surface except the floor

### Inspect the Ladder Before Using It

- Make sure the feet of the ladder are clean and sturdy
- Make sure steps and rails are not cracked or loose
- Check braces and hardware for signs of wear
- If you find any unsafe ladder, put a sign on it that says "Dangerous, Do Not Use" and report to your manager.

### Set Up the Ladder Properly

- Place the ladder within arm's reach of what you need to do
- Place the ladder on a level surface where it will not slip
- Make sure all braces are fully locked
- Block off the area if you set up the ladder in the middle of an aisle or in a blind corner

## Climb the Ladder Properly

- Face the ladder as you climb.
- Hold on to the side rails with both hands as you climb.
- Go slowly.
- Never stand on the top step.
- Do not climb a ladder that is not set up properly.
- Do not allow more than one person on a ladder at the same time.
- Have someone hand merchandise to you after you are in position on the ladder.

## Carry the Ladder Correctly

- Hold the ladder in the middle.
- Keep the front of the ladder high enough to clear a person's head.
- Keep the back of the ladder near the ground.
- Be very careful when walking through doorways or if you can't see clearly.

Ask for help if the ladder is too long or too heavy for you to carry by yourself.

## Loss Prevention



### What is Loss Prevention?

Loss Prevention is an area of the Walgreen Company responsible for:

- Making sure our employees and customers are safe.
- Keeping our facilities, property, merchandise, and money secure.
- Helping the company to remain profitable through the reduction of losses.

Every district has a Loss Prevention Supervisor (LPS) to provide supervision to the stores. The LPS will routinely visit the store to review compliance with established procedures, offer loss prevention training and recommendations, and to conduct investigations.

### What Loss Prevention tools or devices will I see in the store?

- **Camera (CCTV) system** – Each store has a CCTV surveillance system that records activity in the stores, including Public View Monitors (the flat screens you see at the front of the store, pharmacy, and other areas), cameras at registers, and even hidden cameras.

- **POS (Point of Sale) Surveillance** – Every register transaction is tracked and monitored through a special computer system. The computers help us keep track of money, merchandise and people. They report unusual patterns that can be a tip-off to dishonest activity.
- **EAS Gates** – Check Point is the alarm system at the store entrance. Ask your trainer how to respond if the alarm goes off when someone passes through the gate.
- **Product Protection devices** – Some products are targets for theft so we may protect them with an alarm, special fixture or shelving, or locking case and call button. Customers will press the call button near the product for assistance with unlocking the product.

## **What Loss Prevention procedures will I encounter at the store?**

### **What does Loss Prevention expect of me?**

- **In Store Purchases** – Do not ring your own purchases up or the purchases of any family or friends. Instead have another clerk ring them up. Also, if a customer says that he or she is a Walgreens employee, verify their employment by asking for their employee discount card prior to ringing them up.
- **Bag Checks** – Any store purchases you make will be checked and compared against your receipt prior to you leaving the store.
- **Locker Checks** – Leave your personal belongings, including purchases in your assigned locker. All lockers are inspected at least twice a month by store management.
- **Follow the register prompts and procedures.** Ask for management assistance for refunds, voids, and making change.
- **Shoplifters** – If you witness a customer taking product, placing it in their personal bag, and leaving the store without paying for it, notify a member of management. Never accuse a person of shoplifting or stealing. Don't attempt to confront or stop a shoplifter or try to follow him or her out of the store.

- **Robberies** – If you are robbed, stay calm and comply with the robber’s request. Do not resist the demands or attempt to fight with the thief.
- **Report theft, suspicious or dishonest activity to store management or the Loss Prevention Supervisor.** You can also report inappropriate behavior to our confidential hotline: 1-866-6NO-LOSS (1-866-666-5677).
- **Follow established store policies** – they are there to protect you and the others you work with, and to help keep our customers shopping with us. If you are ever in doubt on what to do, ask a store employee, manager, or your job coach/trainer.

### What could get me into trouble?

- Stealing cash, store merchandise, company property or another person’s belongings. All forms of theft will lead to discontinuation of your externship and law enforcement involvement.
- Using a customer’s coupons for your own (or your family/friends) purchases.
- Taking store product (such as a drink, food, magazine) and consuming or using it without paying for it first. This is called grazing and it is considered theft.
- Eating, drinking, or talking on your personal phone at the register areas or sales floor. Leave your personal belongings in your locker. Use the break room for eating food or drinking beverages during your designated break or meal times.
- Behaving rude or unprofessionally to others.
- The store manager or your trainer will cover additional actions that may lead to discontinuation of your externship.

## My Store Information

Store Hours: \_\_\_\_\_

Store Telephone Number: \_\_\_\_\_

Locker ID Number: \_\_\_\_\_

Store Manager: \_\_\_\_\_

Other Managers: \_\_\_\_\_

\_\_\_\_\_

Training Supervisor: \_\_\_\_\_

Loss Prevention Supervisor: \_\_\_\_\_

Loss Prevention Hotline: 1-800-666-5677

## My Agency Information

Agency Name: \_\_\_\_\_

Agency Telephone Number: \_\_\_\_\_

Coach Name: \_\_\_\_\_

Coach Telephone Number: \_\_\_\_\_

# Appendix for REDI

## Forms

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*January, 2012*

*Version 3.0*



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## EXTERN & WALGREENS AGREEMENT

Trainee Name: \_\_\_\_\_

Location of Training: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Start Date: \_\_\_\_\_

### **Projected End Date: \_\_\_\_\_ WAIVER OF LIABILITY AND RELEASE OF CLAIMS**

#### **DURING COURSE OF TRAINING PROGRAM**

I understand that Walgreens has agreed to provide me with practical experience in conjunction with \_\_\_\_\_ (the "Agency"). I understand that my participation in the \_\_\_\_\_ Program does not constitute employment with Walgreens.

I am not entitled to any health, disability, medical or life insurance benefits, or pensions, profit-sharing, other employee-benefit plans or programs maintained by Walgreens. I acknowledge that Walgreens policies and procedures for reporting injuries, accidents, or incidents have been reviewed with me and that I will comply fully with all notice and investigation guidelines.

I, joined by my parent or guardian, agree to be solely responsible for any injury or damage caused by me in connection with my participation in the \_\_\_\_\_ program, and hereby hold harmless and indemnify Walgreens against any liability, claims, damages, lawsuits, including all costs and expenses incurred in defending any claim which may arise as a result of my participation in this program.

I, joined by my parent or guardian, understand that participation in this training program, in no way guarantees that I will have employment with Walgreens at the termination of the program or any point in the future. This experience provides me the opportunity to build employment skills only.

**ACKNOWLEDGEMENT OF UNDERSTANDING:** I have read this waiver of liability, assumption of risk and indemnity agreement, fully understand its terms and understand that I am giving up substantial rights, including my right to sue. I acknowledge that I am



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## Release of Information for REDI Graduates

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I give Walgreens permission to place my name on a list of individuals who have graduated from REDI and are recommended for hire. This list is only accessible via the company's internal communication system. I understand that this in no way guarantees me a job with Walgreens but will help facilitate managers who are seeking REDI externs as candidates for open positions.

I understand that my name will remain on that list for 6 months and that, at any time, I can request my name to be removed from this list.

\_\_\_\_\_  
REDI Extern (print)

\_\_\_\_\_  
REDI Extern signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
REDI Training Store Number

\_\_\_\_\_  
Preferred Store Locations for Employment