

Walgreens

Organized Retail Crime – Scope of the Problem in WA

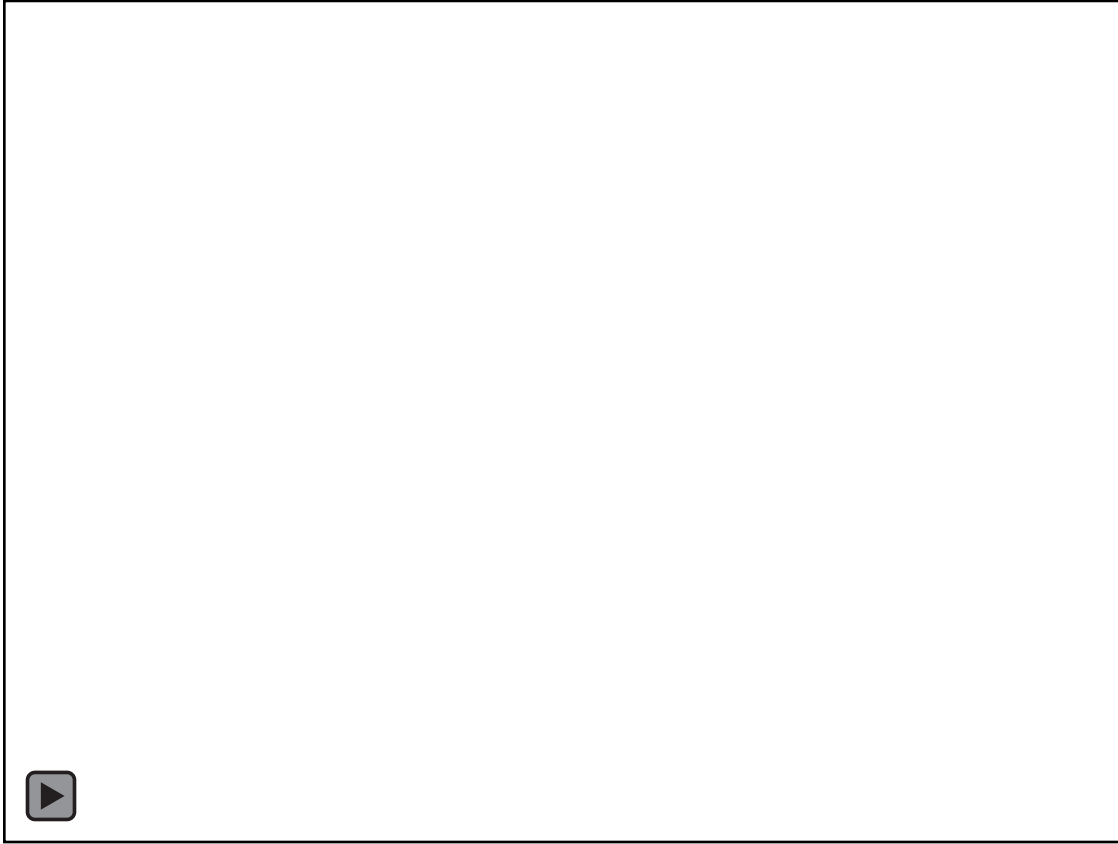
Lead Asset Protection Director
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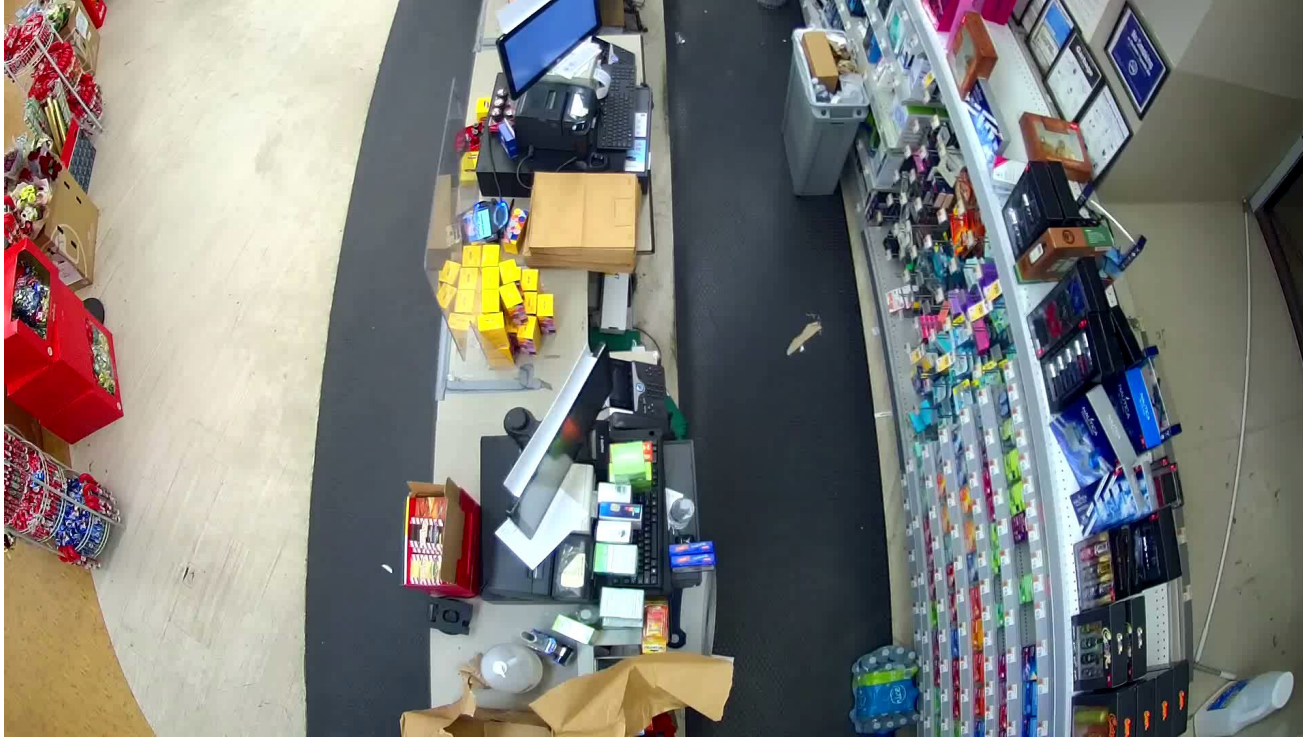
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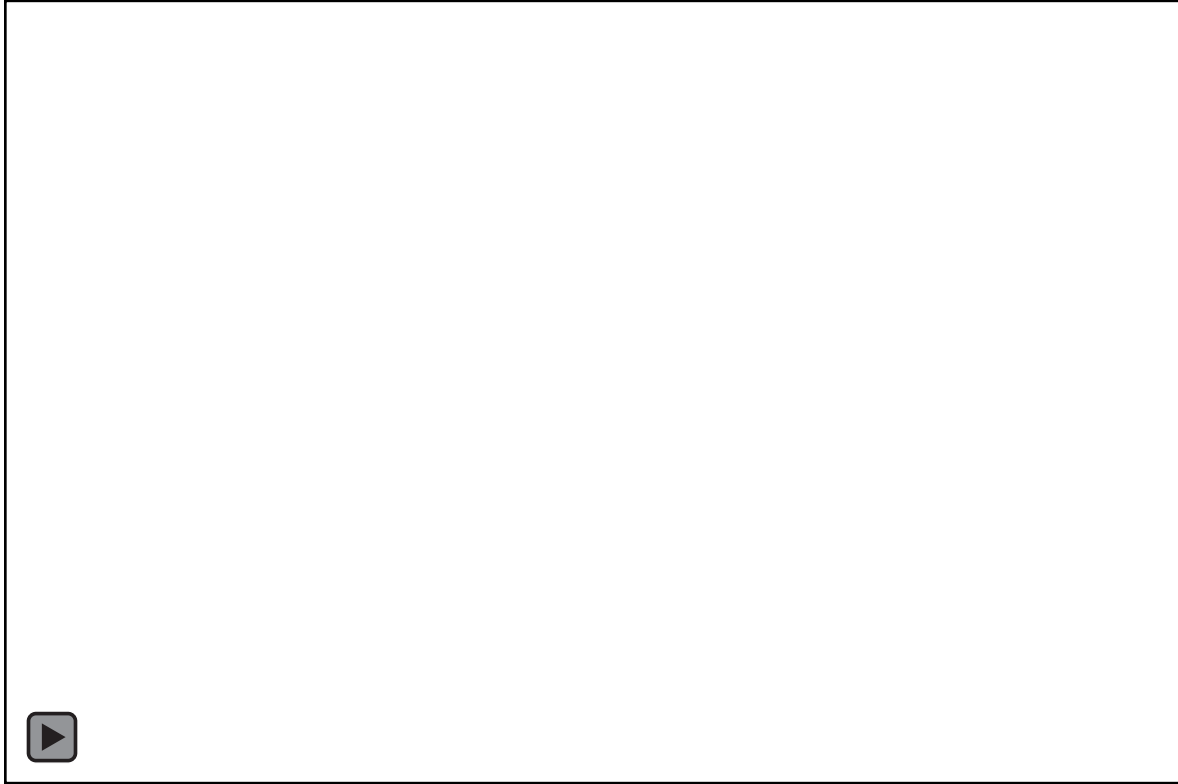
Organized Retail Crime @ Walgreens



Organized Retail Crime @ Walgreens



Violent Incident @ Walgreens



Scope of ORC in Washington

Product Theft

- Annual WA product loss in excess of \$10m
- Losses worse by 39% from 2 years ago
- ~27% of losses from Organized Retail Crime activity and our top focus brands
- Over 200 safety/security incidents recorded in WA stores in the past year

Mitigation Tactics

- Walgreens spends over \$150K in WA annually on product protection
- 3 FTEs dedicated to installing/repairing devices that are damaged/destroyed by criminals
- Guards in locations for the safety/security of customers and team members
- Major Crimes Team – investigators positioned strategically throughout the US



Top ORC brands at Walgreens

Brand
Advil
Claritin
Crest W/S
Dove
Mucinex
Oral B
Prevagen
Rogaine
Tide
Zyrtec



Impacts of ORC

- Safety / security of customers/patients/team members in our stores
- Increased prices to consumers
- Lack of Product on the shelf for our customers
- Safety / efficacy of product when purchased through online marketplaces

Thank You

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