



<https://www.youtube.com/watch?v=PRY-Wyd8cyM&feature=youtu.be>

ENGLISH TRANSCRIPT

Good morning everyone. My best regards to Simone Crolla and to all friends at the American Chamber of Commerce in Italy.

Today we are experiencing something in our lives that no one could ever expect. A sense of uncertainty dominates everyone's feelings.

We all had to change our daily lives and adapt to the new reality. Before all this, I was living on a plane, traveling constantly from one continent to another – and with an agenda. Now I stay in my office, with all communication tools and I work three times as much, but the performance is not the same. There are no in-person contacts with colleagues. I feel tired in the evening, while before I was not. My schedule and priorities keep changing.

The top priority for me has been to ensure safe and suitable working conditions for all employees in the company in this new context, so that they feel comfortable in a new situation that is new for them too. When facing uncertainty, it is imperative to convey calmness, safety and trust to people around us.

My other main priority has been to find equipment that is particularly necessary at this time – including many surgical medical devices that were not as relevant before.

The global health crisis caused by Covid-19 is not yet resolved - and no one can evaluate what the consequences will be. Let's hope that the cure is not worse than the disease.

However, we must remain always positive and above all available to each other. This is the approach that Walgreens Boots Alliance has had since the very beginning. We represent an essential public service and our people play a crucial role, engaged every day on the front lines from Italy to Europe, from the United States to China - in pharmacies, distribution centres and on our vans, delivering to hospitals and all health centres. I am proud of what they are doing and I thank them deeply.

We provide an essential public service, as mentioned before, and despite the various limitations, unfortunately across all countries, we are fully operational to guarantee a service that is always extremely important – today more than ever!

In these difficult circumstances, strengthening collaboration can make a difference. That is why we made ourselves available with the Government of the United States, which chose Walgreens as a strategic partner to provide access to the Covid-19 tests. The United Kingdom did the same with Boots pharmacies.

The connection between Italy and the United States is a great example of international collaboration – one that can be truly appreciated especially in the difficult moments of history. The support guaranteed by the United States to Italy to manage the emergency shows this clearly.

This is the time to strengthen alliances and share values and knowledge - not to isolate with a sense of superiority. This virus highlighted our weaknesses - reacting together can make a difference.