



FY23 Environmental, Social and Governance (ESG) Report



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A message from our (Interim) CEO

Dear Stakeholders,

I'm pleased to share with you Rite Aid's¹ fifth annual Environmental, Social and Governance (ESG) report highlighting our corporate sustainability efforts throughout fiscal year 2023. We continue to approach our annual voluntary ESG report through both a risk and impact lens, disclosing efforts that support each of our four pillars: Thriving Planet, Thriving Business, Thriving Workplace and Thriving Community.

Our reporting framework is aligned with relevant topics from the Sustainability Accounting Standards Board (SASB) and supports several of the United Nations Sustainable Development Goals (SDGs). You can find more information in the appendix of this report.

As a board member and interim CEO, I'm committed to adding value for our stakeholders as a purpose-led organization. Over the last year, we have invested in our associates by offering eligibility for new health benefit programs, expanding learning and development tools, and launching new diversity, equity and inclusion (DEI) programs and initiatives.

We've remained focused on facilitating health equity and successful health outcomes in the communities we serve by: enabling positive interactions with our pharmacists, delivering healthcare coaching and disease management services through Health Dialog, providing meaningful member experience through Elixir, our pharmacy benefits and services company, activating pop-up health clinics in underserved communities, opening small format stores in pharmacy deserts, and sourcing cleaner, better-for-you products for our customers.

We extended engagement with our stockholders by hosting a retail stockholder call, providing our retail investors with the opportunity to ask and have management answer questions that are most important to them. This event was well attended, with robust retail stockholder participation and feedback.

We've been working collaboratively with our supplier partners to develop programs that support our ESG strategy and make it easier for our customers to find products that support a healthy and sustainable lifestyle.

Since the release of our inaugural report in 2019, we've embraced transparency along our ESG journey. As we head into fiscal year 2024, we continue to celebrate progress while carefully evaluating our opportunities in this rapidly evolving space. I invite you to read more about the progress we've made over the last year in the pages that follow.

Sincerely,



Elizabeth "Busy" Burr

Interim Chief Executive Officer, Rite Aid

¹Where referenced, "Rite Aid" is defined as Rite Aid Corporation and all of its subsidiaries and affiliates.



Company Profile

Our operations

Rite Aid is a full-service pharmacy that improves health outcomes. We are defining the modern pharmacy by meeting customer needs with a wide range of services that offer convenience, including retail and delivery pharmacy, as well as services offered through our wholly owned subsidiaries, Elixir, Bartell Drugs and Health Dialog. Elixir, Rite Aid's pharmacy benefits consists of accredited mail and specialty pharmacies, prescription discount programs and an industry leading adjudication platform to offer superior member experience and cost savings. Health Dialog provides healthcare coaching and disease management services via live online and phone health services. Regional chain Bartell Drugs has supported the health and wellness needs in the Seattle area for more than 130 years. Rite Aid employs more than 6,300 pharmacists and operates more than 2,300 retail pharmacy locations across 17 states.



Rite Aid at a glance:²

- \$24.1B in total revenue (including Elixir)
- 6,300 pharmacists
- 12,000 pharmacy technicians
- 671K prescriptions filled each day, on average, in Rite Aid stores
- 2,300 + retail pharmacy locations serving thousands of local communities in 17 states
- 47,000 + associates
- 1M+ customers per day
- 86% ethnically diverse & female board



²As of April, 2023 (figures are rounded)

Company Profile

Our purpose, values and mission:

Purpose

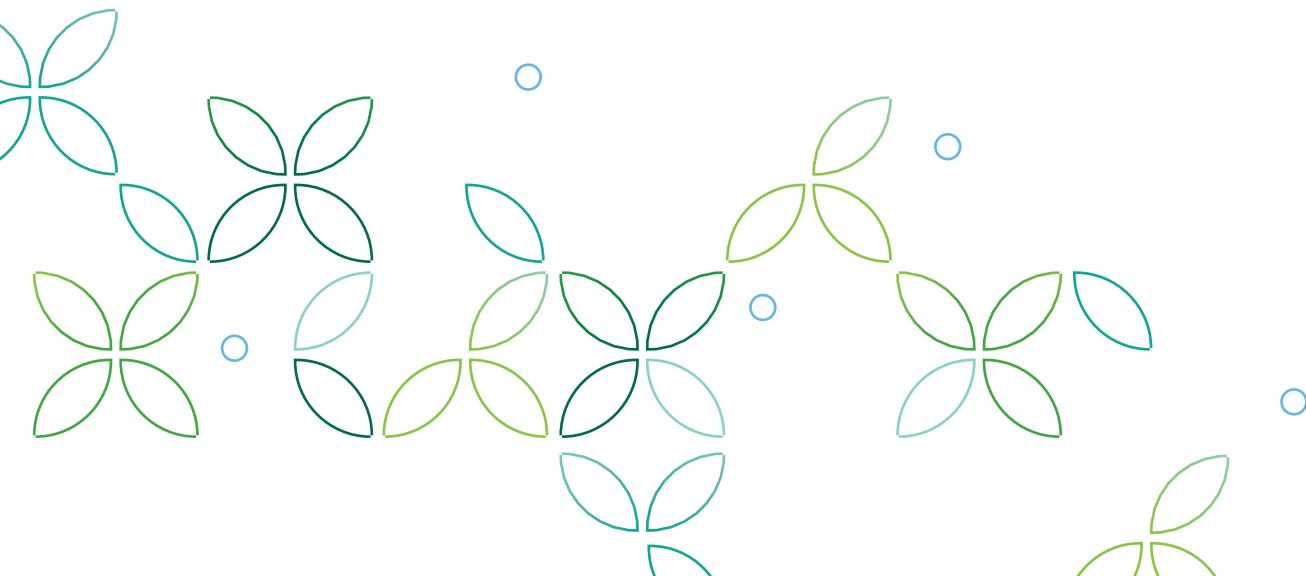
To help you achieve whole health for life

Values

- Hustle with humility
- Earn trust and keep it
- Get there together

Mission

As the trusted, everyday care connector, Rite Aid drives lower health-care costs through better coordination, stronger engagement and personalized services that help you achieve whole health for life.

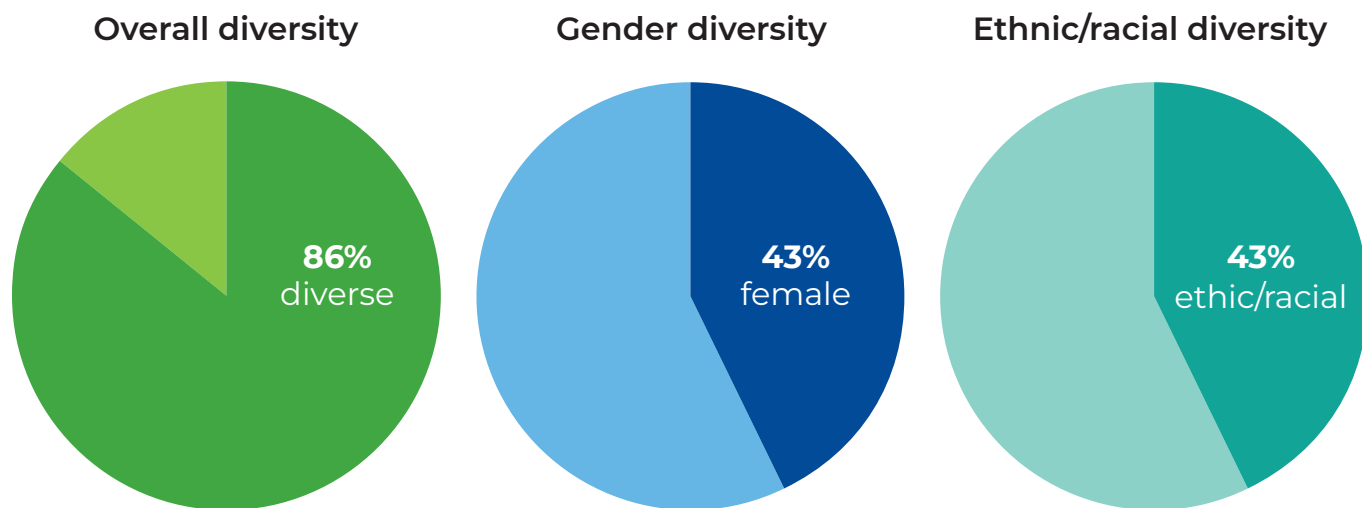


Company Profile

Board of Directors

The Rite Aid Board of Directors is dedicated to serving the interests of our shareholders. In 2023, existing Board member Elizabeth “Busy” Burr was named Interim Chief Executive Officer. All of our Board members, other than the interim CEO, are independent.

The members of the Board represent the values important to the company and are reflective of the diverse populations of the communities we serve. Rite Aid has made a strong commitment to racial, ethnic and gender diversity at all levels, including our Board. In recent years, the makeup of the Board has diversified, with three of the seven Board members being racially or ethnically diverse, and three of the seven being women."



You can learn more about our Board of Directors here: [RiteAid.com/corporate/governance/board-of-directors](https://www.riteaid.com/corporate/governance/board-of-directors)

Code of ethics

At Rite Aid, our goal is to follow the highest principles of ethics and honor in all of our relationships, including those with our customers, associates, suppliers, stakeholders and stockholders. We established our Code of Ethics to reinforce our commitment to ethical business practices. Our code not only applies to Rite Aid associates and our Board of Directors, but also to our suppliers and other companies with which Rite Aid works. You can view our Code of Business Ethics at:

[RiteAid.com/corporate/governance/code-of-ethics](https://www.riteaid.com/corporate/governance/code-of-ethics)

Corporate Governance

Governance in corporate sustainability

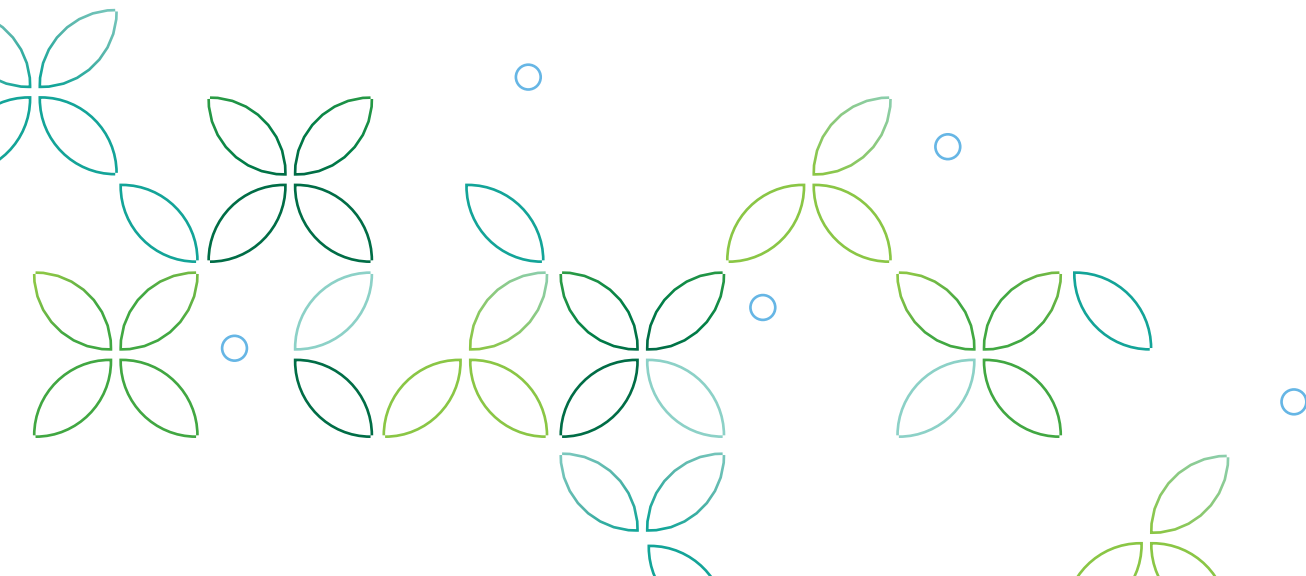
Rite Aid is committed to corporate sustainability throughout our business and the communities we serve. We are integrating Environmental, Social and Governance initiatives into our operations, not only to create long-term value for our stockholders, but to meet the growing expectations of our associates, customers and the communities we serve.

Our Corporate Social Responsibility Committee is comprised of senior level leadership with cross-functional representation across the company. The Committee has oversight of ESG policies and operational controls aimed to lead progress on sustainability initiatives and programs throughout the company. Committee meetings are held regularly and are well attended.

Our Corporate Social Responsibility Committee provides quarterly updates to our Nominating and Governance Committee of the Board. Our Nominating and Governance Committee of the Board of Directors is responsible for the oversight of our environmental, social and corporate governance strategy and disclosure.

Our Corporate Social Responsibility Committee has leadership representations from the following areas:

- Human Resources
- Risk Management
- Finance
- Marketing/Brand Development
- Store Planning and Facilities
- Operations
- Indirect Procurement
- Investor Relations
- Communications/Public Relations
- Legal
- Compliance and Ethics/Internal Audit



Thriving Planet

We are focused on being an environmentally sustainable business and reducing our carbon footprint. We continue to make investments to improve energy efficiency and fleet fuel economy. It is our belief that when we focus on our ability to positively impact the environment, we are collectively serving our communities, stockholders and our planet.

We are focused on reducing our overall environmental impact by:

- Reducing energy demand
- Transitioning to and investing in lower carbon energy sources
- Reducing waste
- Improving fleet efficiency

In this section:

SASB Drug Retailers: Energy Management

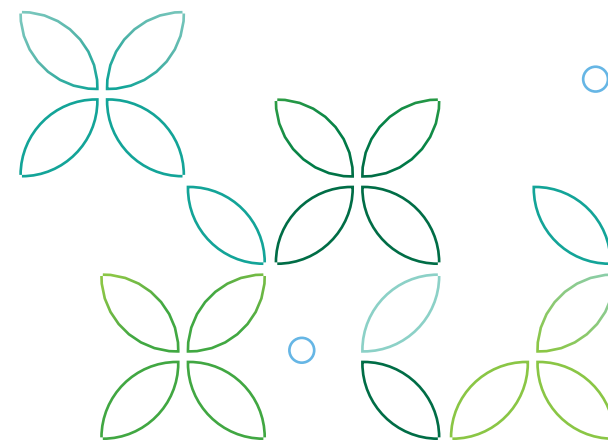
SASB Food Retailers and Distributors: Fleet Fuel Management

Waste reduction and minimization

Supply chain optimization



2 ZERO HUNGER



Thriving Planet

Energy management

Our energy-efficient stores include the following attributes:

- Redesigned vestibules create an airlock to minimize heat transfer into and out of the store as customers enter and exit.
- Light-colored single ply roofing reduces heat gain in the summer, resulting in lower demand for air conditioning.
- Suspended acoustical tile ceilings are utilized to reduce the amount of conditioned store space, thereby decreasing energy consumption.
- New stores utilize a lower building height, which reduces the mechanical load by minimizing the conditioned space and exterior building surface area. The lower building height provides an efficient design, minimizes resources used and reduces construction waste.
- Insulated glazing and special films are used to reduce solar heat gain and demand for air conditioning.
- Storefront framing window systems are engineered to resist heat transfer by thermally separating the interior from the exterior window frame.
- Air conditioning systems are being utilized that include energy efficiency ratio values up to 12% better than the 2015 International Energy Conservation Code.
- We have installed over 11 million square feet of bio-based floor tile, made of 40% recycled material and are FloorScore® for improved indoor air quality.

Here are just a few of the ways we are striving to be more energy efficient and to increase our efforts to reduce the environmental footprint of our stores:

Purchasing renewable energy

- We partner with a renewable energy supplier to purchase 50% renewable power at select stores in Southern California. This partnership meets California's stringent Renewable Portfolio Standards (RPS) and provides additional renewable energy above and beyond the RPS such that Rite Aid's average mix of energy includes 50% renewable energy.
- Through partnership with a local utility company, Rite Aid purchases energy from 100% renewable resources at 110 select stores in Northern California.

LED lighting

As of January 31, 2023, LED lighting is installed at 49% of our stores. We are on track to complete installation of LED lighting at 100% of our stores by 2035.

Load shedding

Rite Aid participates in load shedding programs when utility grids request reduction on high demand days. By reducing load, we are doing our part to help the utility provide reliable, consistent power to customers and supporting a decreased need for rolling blackouts.

Energy management system

85% of our stores currently utilize an Energy Management System (EMS) to help reduce energy consumption by automatically controlling the lighting and HVAC equipment.



Thriving Planet

Improving fleet efficiency

Business travel and product delivery

We are making strides to reduce our fuel consumption in both our field leadership passenger vehicles and in the commercial truck fleet that carries goods to our stores.

To improve fuel economy, we began installing aerodynamic skirts on the fleet of trailers that service four of Rite Aid's six Distribution centers. This project was completed with a 4% initial improvement in overall fuel economy for these fleets. Delivery fleet miles per gallon improved an additional 4.3% in FY22. These fuel economy gains continued to be realized in FY23.

Optimizing supply chain

We recently completed an optimization study in order to help optimize miles driven between distribution centers and stores and minimize our carbon emissions. The optimization project identified the optimal distribution center locations, while it will be several years before the results of the study will be completely implemented due to the capital that is required to make these changes, we will make incremental changes on an annual basis as capital allocation allows. In FY23, we are excited to move forward with a modernization project at our Des Moines facility, which will help reduce totes shipped due to better cubing of inventory being sent to the store and fewer delivery routes and fewer miles driven to support the store delivery base. As of early calendar 2023, outbound transportation operations fully converted to a centralized routing & scheduling structure utilizing new optimization software with primary objective to save routes and miles (and thus fuel consumed and carbon emissions). Additionally, Rite Aid Supply Chain has invested in software and personnel resources to begin creation of new store delivery schedules that are planned

to reduce overall network miles with additional fuel and carbon footprint savings for calendar 2023.

Lastly, we recently implemented a new replenishment planning system that uses artificial intelligence to optimize buying of merchandise for the front end of the stores. With this new system, we will optimize our buying process and optimize our inbound transportation. This effort will help reduce our damaged and obsolete merchandise waste stream through better sell through of merchandise and eliminate over-buying that may have occurred in the past.

Creating a regenerative supply chain through CHEP partnership

We review our business practices to incorporate smart and sustainable efficiencies, ensuring our suppliers hold sustainability as a high priority. Every time we utilize a CHEP reusable pallet, we eliminate waste and improve efficiency.

The CHEP share and reuse business model is inherently circular and helps move more goods to more people in more places than any other organization on earth.

By using CHEP share-and-reuse services, we're protecting the environment and promoting a sustainable logistics model. Our efforts in 2022 resulted in:

Emissions reduced by 4,633,010 lbs 2,563 acres of forests sequestering carbon	Wood use reduced by 80,267 board ft 183 trees saved	Waste reduced by 456,776 lbs 255 people's waste
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We continue evaluating opportunities to reduce our carbon footprint on our journey in contributing to a regenerative supply chain.

Thriving Planet

Operational waste reduction and minimization

Throughout 2022, Rite Aid diverted more than 38,000 tons of recyclable material from landfills in partnership with our vendors through three individual programs.³

Store, distribution center and office recycling through Waste Management

Our recycling program kept more than 31,500 tons of cardboard, office paper and other recyclables out of landfills in 2022. We estimate that this recycling effort helped us conserve the following resources:

- 451,000 trees
- 77,700 metric tons of carbon dioxide
- 49,700 cubic yards of landfill
- 181M gallons of water
- 42M kilowatt hours

Confidential store trash recycling program through Shred-It

100% of the paper deposited in our confidential pharmacy trash containers is recycled after destruction. In 2022, we recycled 7,208 tons of paper, helping us conserve the following resources:

- 123,200 trees
- 21,600 cubic yards of landfill
- 2,740,000 gallons of oil
- 50,460,000 gallons of water

Confidential corporate office and distribution center recycling through Iron Mountain:

In 2022, we diverted more than 87 metric tons of secure shredding from landfills, helping us conserve the following resources:

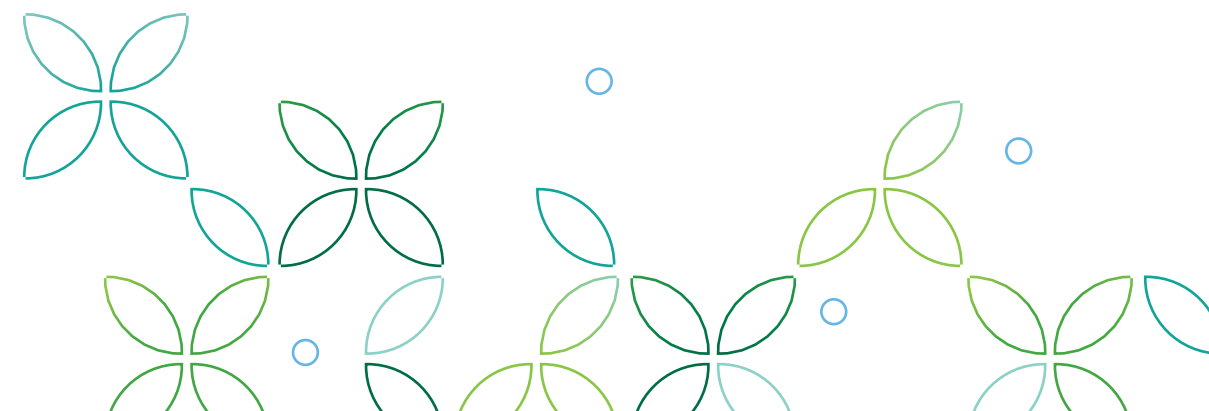
- 2,306 trees
- 453 metric tons of carbon dioxide
- 7,700 lbs of solid waste
- 182,500 gallons of water

In FY23, we transitioned from a paper advertising circular to digital only, reducing our paper consumption by more than 6,000 tons.

Food waste diversion efforts in FY23

- In 2022, select stores in California partnered with Alameda Food Bank, resulting in more than 20,000 lbs of food donated.

³Figures are rounded



Thriving Planet

Partnership with Green Standards

As part of our transition to a fully remote corporate workforce, we closed our former headquarters building in Camp Hill, Pennsylvania in December 2022. As part of this process, we partnered with Green Standards, the global leader in sustainable office decommissioning, to reduce our environmental impact by recycling, reselling and donating unused office furniture, fixtures and equipment.

Through work with Green Standards, Rite Aid turned 195 tons of office waste into \$57,515 of in-kind donations locally.

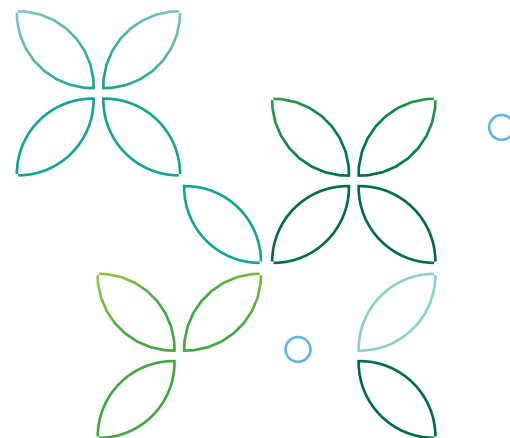
- 100% landfill diversion rate
- 14 non-profit and community beneficiaries in Pennsylvania
- 194.5 tons diverted from landfills
- 383 metric tons of CO2e emissions reduced

Which is equal to:

- 42,918 gallons of gasoline not burned
- 9,810 tree seedlings grown for 10 years

Capturing value in workplace change

- 0.4% resold
- 11% donated
- 88.7% recycled



Reduced packaging in eCommerce

Rite Aid has transitioned from plastic air dunnage pillows to a RanPak® sustainable dunnage solution that is recyclable and biodegradable across our eCommerce fulfillment engines. In addition, our eComm boxes are sourced and produced using recycled materials, are recyclable and include helpful visual aids on the box flaps instructing consumers to mindfully recycle after use.

Hazardous waste disposal

Properly handling the collection, treatment and disposal of waste material is a critical component of both our social purpose and environmental sustainability efforts. Rite Aid's hazardous waste program is designed to ensure that front-end products and pharmaceuticals that are no longer fit for sale, as well as materials used by Rite Aid, are safely handled in accordance with federal, state and local hazardous waste guidelines and diverted from landfills whenever possible.

We safely disposed of 50 tons of pharmaceutical waste in 2022, supporting our efforts to reduce our total waste and continued commitment to proper disposal.

Rx waste amounts	FY21	FY22	FY23
Hazardous pharmaceutical waste	25.2 tons	31.5 tons	47.49 tons
Non-hazardous pharmaceutical waste	23.1 tons	12.5 tons	2.54 tons
Total	48.3 tons	44 tons	50.04 tons

Thriving Business

We are weaving social and environmental responsibility throughout our value chain by assessing and engaging with our supplier partners, developing sustainable sourcing guidelines, and enhancing supply chain and product transparency.

We are focused on embedding sustainability into every level of our value chain through:

- Supply chain transparency and engagement
- Formalizing expectations through environmental and social sourcing guidelines and policies
- Procuring sustainable products in line with our brand purpose
- Enhancing consumer transparency around sustainable product and sourcing attributes

In this section:

SASB Food Retailers and Distributors: Management of Environmental and Social Impacts in the Supply Chain

SASB Multiline Specialty: Product sourcing, packaging and marketing

SASB Drug Retailers: Drug supply chain integrity

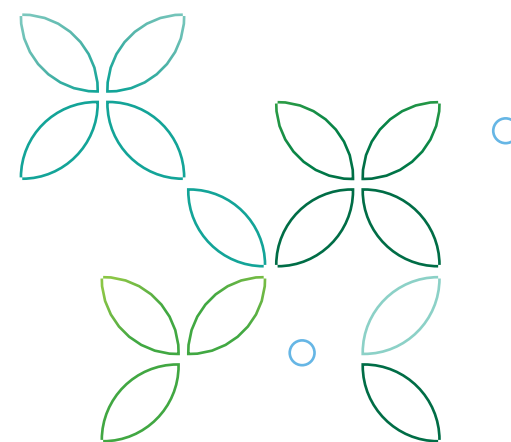
SASB Drug Retailers: Data security and privacy



8 DECENT WORK AND ECONOMIC GROWTH



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Thriving Business

Responsible sourcing

Integrating sustainability into our sourcing process

We've integrated criteria focused on environmental and social sustainability into our formal sourcing process. Currently we screen our new suppliers in areas such as supplier diversity, product packaging, human rights, product sustainability certifications, chemical management and emissions data.

Responsibly managed, forest-based supply chains

A responsibly managed, forest-based supply chain employs principles and practices that promote sustainable forest management, the appropriate use of recycled content and responsible sourcing. This includes transparency, protocols and mechanisms to track the wood fiber in the supply chains from its origin to the forest products supplied to Rite Aid and its customers.

Rite Aid's "Responsible Sourcing Guidelines" and objectives promote responsibly managed, forest-based supply chains and enhance supply chain transparency. We're focused on addressing the largest volume of forest products used in Rite Aid's daily business operations, such as copy and print paper and the pharmacy bags and labels used by our pharmacy and distribution centers.

All of our eCommerce shipping boxes are currently Forest Stewardship Council (FSC) certified. Going forward, we will look for opportunities for improvement and expand our work to other areas of the business, such as the paper-based consumer products branded and sold by Rite Aid.

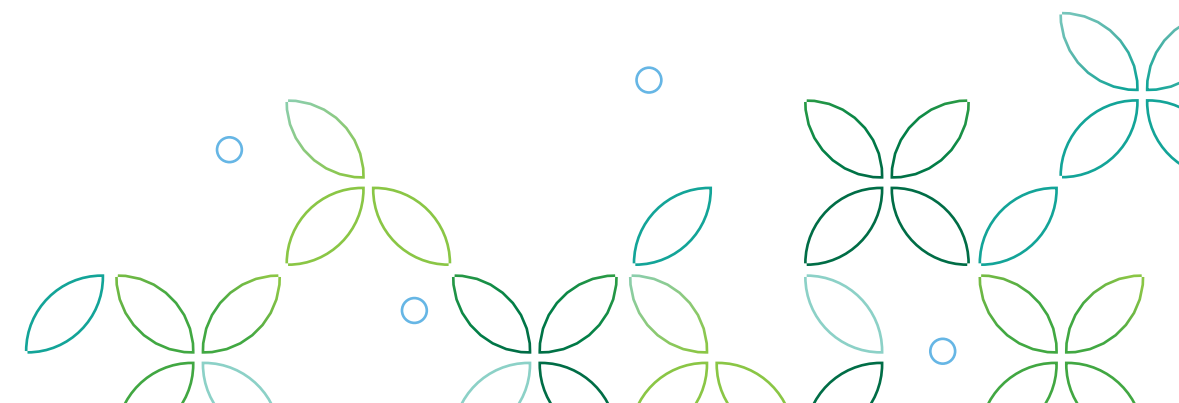
Protecting pollinator health

We partner with Friends of the Earth, a non-government organization that advocates for a healthier and more just world in their mission to protect pollinator health.

Pollinators are a cornerstone of dependable food supply, and populations of bees and other pollinators are declining around the world. A growing body of scientific evidence suggests that pollinator-toxic pesticides are among the key drivers of insect population declines.

Rite Aid is committed to business practices that support a sustainable food system, understanding that food retailers can play an important role in protecting pollinator health. To this end, we encourage all of our food and beverage suppliers to reduce the use of pollinator-toxic pesticides and to adopt least-toxic approaches to pest management, including biological and physical pest control and Integrated Pest Management (IPM) strategies in their supply chains.

We also support pollinator health through our commitment to expand offerings in organic products. For more information, our pollinator health policy and guidance for our suppliers may be found on our website.



Thriving Business

Code of ethics in our supply chain

Rite Aid is committed to the highest standards of business conduct in its relationship with associates, customers, supplier partners, stakeholders and stockholders. We established our Code of Ethics in order to reinforce that commitment to ethical business practices. Our code not only applies to Rite Aid Associates and our Board of Directors, but also to our supplier partners and other companies with which Rite Aid works.

We value relationships with our suppliers and vendors, knowing that our success is heavily based on mutually successful partnerships. We expect our partners to operate and conduct business in the same fair, ethical manner that is detailed in our company's Code of Ethics.

We strictly enforce and employ a zero-tolerance policy for the following:

- Threats, intimidation and harassment
- Bribery or attempted bribery
- Utilizing underage workers in any capacity

Ethical sourcing principles

Rite Aid strives to continuously improve and enhance the scope of our supply chain management efforts. We recognize that, throughout the world, there are different laws, customs, and conditions that can impact business practices. Which is why we developed our "Ethical Sourcing Principles", which outline the ethical guidelines and commitments we expect of our supplier partners concerning social responsibility.

Rite Aid's sourcing principles address the following salient human rights issues:

- Compliance with laws (national/local laws, including but not limited to those related to labor, immigration, health and safety and the environment)
- Freely chosen employment (i.e., no forced labor, child labor, human trafficking, etc.)
- Safe and hygienic working conditions
- Compensation (receiving fair/legal wages)
- Anti-discrimination and harassment
- Freedom of association and collective bargaining
- Operating with environmental compliance and protection

These sourcing principles are part of all agreements between Rite Aid and its international supplier partners. We ask our suppliers to develop and implement appropriate mechanisms to promote compliance with these sourcing principles internally and within their supply chains.

In the event a supplier partner becomes aware it has failed to comply with any of our sourcing principles, the supplier must notify Rite Aid.



Thriving Business

Factory audits

Rite Aid utilizes the services of independent, third-party auditors to evaluate our international supplier partners' compliance in both security and social accountability. Social audits cover all aspects of our ethical sourcing principles, including human trafficking and slavery. Audits can be announced or unannounced. At the conclusion of each review, the third party conducts a "closing meeting" with representatives from the manufacturing facility before leaving the premises, at which time any deficiencies identified during the review are communicated. If a deficiency is identified during the review, Rite Aid expects the facility to rectify the deficiency within the following timeframe:

- **Critical:** 30 days from the day of the closing meeting
- **Major:** 90 days from the day of the closing meeting
- **Minor:** 12 months from the day of the closing meeting

If a critical or major deficiency is identified during the initial audit, the factory receives a corrective action plan in which Rite Aid is actively involved. The factory will receive a follow-up audit, at which time if the deficiencies have not been rectified, the factory goes into a locked status, meaning Rite Aid will no longer do business with the affiliated supplier.

Factories are selected for audit by statistical samplings based on purchase volume and country of origin. Any factory that refuses to participate in an audit is no longer eligible to do business with Rite Aid.

In 2022, 50 factories were selected for a social accountability and/or security audits:

- 45 factories received an overall acceptable rating
 - 40 factories acceptable after first audit
 - Five factories acceptable after second audit
- 10 factories received an unacceptable rating (critical or major deficiency discovered)
 - Five factories received an acceptable second audit
 - Three factories are pending a second audit
 - One factory received an unacceptable second audit
 - One factory refused to undergo second audit after failing first

As a result, Rite Aid has ceased doing business with two of the factories to date.

Several examples of deficiencies noted in 2022.⁴

- No emergency exit signs or evacuation markings on the floor
- Personal protective equipment not available
- Missing emergency lighting and signs
- Employer does not use an authorized waste contractor to remove waste from the facility
- No security training Threat Awareness Program, which is comprehensive and covers all security requirements, to foster awareness among all employees of supply chain security threats
- Visitors, vendors, and service providers who cannot present photo identification upon arrival

⁴List is not all-inclusive and each audit varies in their infractions



Thriving Business

Improving consumer awareness around product quality and nutrition

Rite Aid is committed to working with our supplier partners to ensure the products we sell are safe and healthy for our customers and the environment, and to keeping our stakeholders informed about our continuous efforts and progress in selling safe products.

We have a curated product assortment that supports the whole health needs of our target consumers and those for whom they care. We have expanded products that promote health and wellness, are better for the environment, or are responsibly sourced.

We recently launched our consumer-led product attribute program that supports Rite Aid's strategy around whole health and cleaner ingredient products. This program focuses on identifying and communicating relevant product attributes (i.e., paraben free, cruelty free) in an effort to aid shoppers in their purchase decisions while highlighting products that align with our strategy.

Our program currently has 54 different product attributes across four key benefit territories. Many of these product attributes require third party certification by the supplier.

This program is being communicated throughout our stores and marketing channels, including:

- In-store (shelf tags, aisle signage)
- Online (product pages, search and filtering)
- In ad/promo (circular and digital advertising)
- On-pack (own brand packaging integration)

We will continue to promote and source new and existing products containing relevant attributes and third-party certifications for greater transparency as our assortment expands over time.

Four benefit territories with 54 product attributes:

 FREE FROM	 WELL BEING	 SMART CHOICE	 PROUD PLANET
<p>The exclusion of certain chemicals or ingredients of concern</p> <ol style="list-style-type: none"> 1. Aluminum free 2. Ammonia free 3. Caffeine free 4. Gluten free 5. Grain free 6. No artificial ingredients 7. Non GMO 8. Paraben free 9. Plastic free 10. Silicone free 11. Soy free 12. Sulfate free 13. Fragrance free 14. Chlorine free 	<p>Beneficial features that help you live better and age better</p> <ol style="list-style-type: none"> 1. Alkaline 2. Antioxidants 3. Bioavailable nutrients 4. Botanical ingredients 5. Contains charcoal 6. Contains electrolytes 7. Contains probiotics 8. Contains vinegar 9. Corn starch based 10. Digestive support 11. Holistic 12. Homeopathic 13. Hypoallergenic 14. Pectin gummies 15. Provides hydration 	<p>Nutrition facts that help you choose food or beverages based on your dietary needs</p> <ol style="list-style-type: none"> 1. 100% juice 2. High protein 3. Life stage (pet food only) 4. Limited ingredients 5. Low ABV 6. Low calorie 7. No added sugar 8. Plant based protein 9. Single serving size 10. Sugar free 11. Vegetarian capsules 12. Whole grain 13. Zero calorie 14. Heart healthy 	<p>Environmental and ethical practices that promote thoughtful consumerism</p> <ol style="list-style-type: none"> 1. Cruelty free 2. Fair Trade 3. Organic 4. Plant Based ingredients 5. Recyclable materials 6. Reef friendly 7. Renewable materials 8. Responsibly sourced 9. Tree free 10. USDA BioPreferred 11. Vegan

Thriving Business

Managing chemicals of concern

Our customers want to feel confident about what is in the products they are using for themselves and their families. Rite Aid's commitment to improve chemical management and product safety directly aligns with the company's objective to help consumers achieve whole health.

When we adopted our chemical policy and corresponding restricted substance list (RSL), we committed to the ongoing management of toxic chemicals and safety of the products on our shelves. Ongoing collaboration with Non-Governmental Organizations (NGOs), our supplier partners and our partners at Underwriter Laboratories (UL) has helped us drive toward our stated objectives and continued developing the breadth and scope of our chemical policy.

Progress in FY23 around chemical management efforts:

- Key performance indicators (KPIs) (2019-2022) free of 8 highest chemicals of concern:
 - Number of new items launched: 591
 - Number of items reformulated: 165
 - Current % of in scope assortment free from chemicals: 97%
- Removing and reducing harmful chemicals in food contact materials/ packaging for all own brand food suppliers: Last year, we incorporated compliance with this criteria into our sourcing process. Our policy prohibits the intentional addition of per- and poly-fluoroalkyl (PFAS), ortho-phthalates and bisphenol compounds to our own-brand food packaging.
- Promoting more comprehensive ingredient disclosure: As of March 2023, 70% of our in scope own brand items did not contain a generic ingredient. We've begun working with our suppliers to provide additional disclosure surrounding generic ingredients (like "fragrance"). Comprehensive

ingredient disclosure allows us to fully screen products for the presence of toxic chemicals.

- Environmental Justice Chemicals of Concern (EJCOC): In FY23, we finalized our environmental justice chemical of concern restricted substance list and have begun screening for the prevalence of these chemicals in our current in scope item assortment. This effort is focused on reducing and replacing chemicals that are found to be particularly harmful in multicultural products.

Food safety and sanitation

Rite Aid's robust food safety and sanitation program leverages many key controls to manage the risk associated with food product safety, quality and sanitation:

Monitoring

- Smart Sense Monitoring Devices are now installed in over 700 Rite Aid locations
 - Monitors temperature of time-temperature-controlled and frozen foods
 - Protects temperature-sensitive medication like vaccines and antibiotics
 - 24/7 monitoring
 - Laser or stem digital thermometers are available in all stores
 - Color coded integrated pest management program focusing on opportunity stores
 - Weekly store management controlled self-assessment walks to improve integrated pest management awareness and early detection

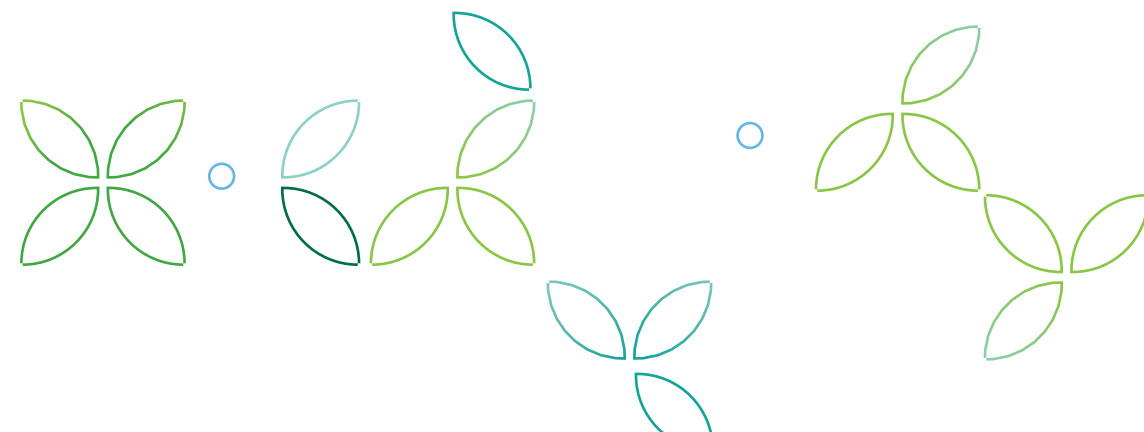
Thriving Business

Assessing

- Where available, store leaders review the Smart sense dashboard to assess temperature compliance. All stores perform daily self-assessments that include verification of safe temperatures, product freshness, store sanitation standards, and COVID-19 intervention strategies.
- Store leaders perform weekly controlled self-assessment audits (CSA) to evaluate store-level compliance with food and drug safety/sanitation requirements. Regional leaders perform an annual assessment at all Thrifty hand dip locations. Internal Assurance Compliance team associates conduct independent reviews of all food service operations every three years.
- Beginning in FY24, a third-party auditor will conduct annual food safety and sanitation audits at all Rite Aid food service operations. The Rite Aid Compliance team will conduct re-inspection/mentoring visits of any locations failing to achieve compliance during initial audits.
- The Compliance Director and the Senior Director of Food Safety posts a quarterly update of audit results, as well as any regulatory results in our internal communications platform for operational teams to review for trend analysis and continuous improvement.
- Facilities posts a monthly integrated pest management color coded report for operational leadership to focus and follow up on opportunity stores.

Awareness and training

- Sanitation checklists
- Hands on training
- Specific job assigned computer-based trainings (CBTs)
- Training posters, guides and instructional videos
- Infectious disease prevention and infectious spill protocols
- All Rite Aid food Thrifty Ice Cream hand dip locations and Bartell Drugs food service operations are supervised by certified food safety professionals who must pass a certification exam sponsored by a third-party ANSI certified test provider.
- All Rite Aid and Bartell Associates are required to review the “Big 6-Prevention of the Most Highly Infectious Foodborne Pathogens” CBT to be aware of reporting, restrictions, and/or exclusion requirements for associates diagnosed or exposed to these pathogens. All Rite Aid and Bartell locations are equipped with infectious spill kits to address any potential infectious event.
- Timely information to promote sanitation (TIPS) are sent to all stores periodically through Rite Aid’s intranet communication messenger, including alerts regarding cold chain awareness; allergen awareness; preparing for natural disasters; COVID preventions, etc.



Thriving Business

Food Safety Modernization Act (FSMA)

Rite Aid's Thrifty Ice Cream Plan operates under high sanitation high sanitation quality and food safety standards, quality and food safety standards. Thrifty's hazard analysis risk based prevention controls (HARPC) comply with the FDA's Food Safety Modernization Act (FSMA). Key elements of our FSMA HARPC plan include:

- Process Controls
- Allergen Controls
- Supply Chain Controls
- Sanitation Controls
- Recall Procedures



Safety Chain Technologies assists Thrifty with retaining FSMA-related data. Another valuable asset enhances Thrifty's ingredient tracking and traceability capabilities. The members of the management team at our Thrifty ice cream plant are all Preventative Controls Qualified Individuals (PCQIs) trained through an FDA-certified course. Monthly controlled self-assessment audits, conducted by Thrifty's quality assurance or food safety team, review compliance with current good manufacturing practices and elements of our FSMA HARPC. Results are reviewed by the Senior Director of Food Safety and the PCQI team to verify the efficacy of programs for continuous improvement.

Food defense is another critical pillar to ensure the safety of Thrifty Ice Cream. Our FSMA Intentional Adulteration Food Defense Plan includes the following key elements:

- Broad-based and focused vulnerability assessment
- Mitigation strategies
- Monitoring procedures
- Corrective actions
- Verification procedures

All Thrifty associates are trained on food defense procedures and protocols by the Thrifty management team. Asset protection is assigned to the plant to supervise third party guards who monitor entry points and perimeters in our broad-based mitigation strategies. Some of our broad-based strategies include improvements in video surveillance, locking mechanisms and protocols, and new SOPs focusing on prevention of both external and internal intentional adulteration. More vulnerable operations, or key activity types (KATs), have enhanced security protocols to ensure product safety. A quarterly controlled self-assessment is conducted regularly to monitor and verify the efficacy of our Food Defense Plan for continuous improvement.

Thriving Business

Food safety in supply chain

Rite Aid requires all Thrifty supply chain vendors to be Global Food Safety Initiative (GFSI) or equivalent standard compliant. Certificates of analysis for vendor ingredients that may cause serious adverse health consequences or death to humans or animals are verified through third party laboratory analysis to ensure safety. Additional food defense protocols are required for more vulnerable vendors that are part of the KAT operations in our food defense plan. We are currently partnering with UL on developing a program to ensure our own brand suppliers meet GFSI or equivalent standards as part of a broader supply chain management initiative.

Our distribution centers have proactively developed hybrid FSMA controls to further improve our current Good Manufacturing Practices, which include a focused awareness on biological, physical or chemical hazards, integrated pest management protocols, and defense. Annual food safety, sanitation, hygiene and integrated pest management training is conducted by our food safety team at all distribution centers.

Product quality testing and recalls

Through our partner UL, Rite Aid tests all food and formulated nonfood products against established specifications to ensure product quality and safety.

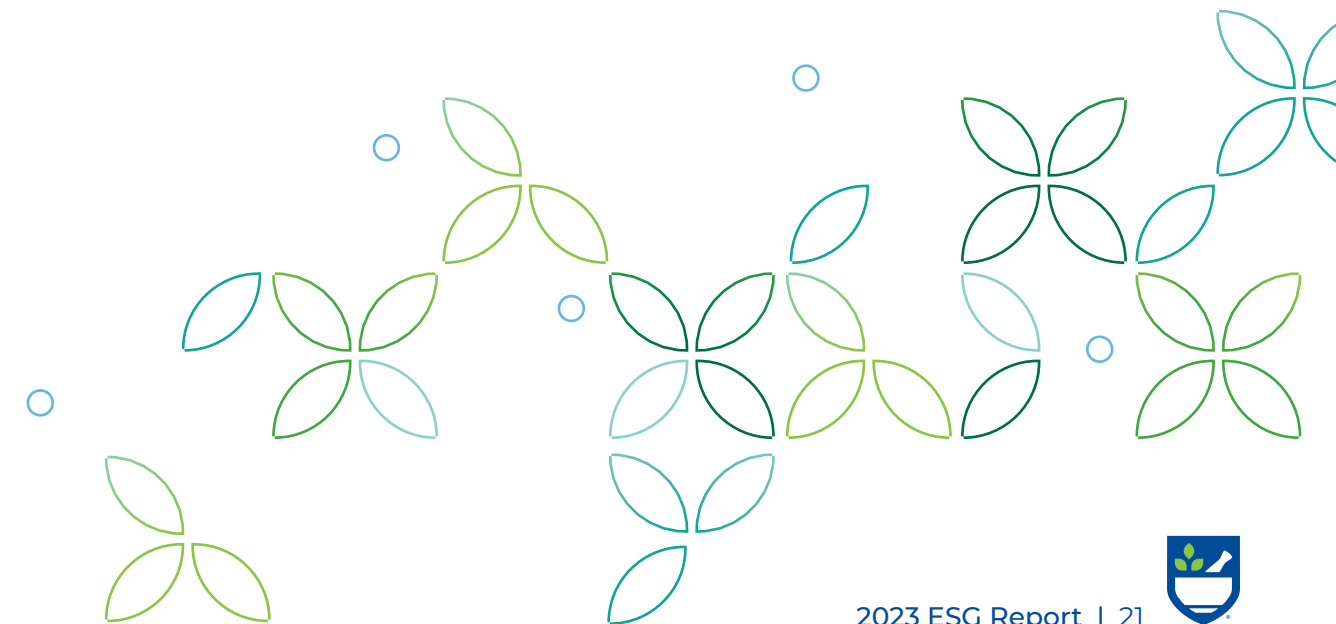
At a minimum, each own brand product formulation is tested once annually. Thorough reporting is completed monthly to identify key product trends and a corrective action process is in place for all supplier-related quality issues for quick resolutions.

When a manufacturer issues a recall, we have a very detailed process in place to manage operational handling and communication of the recall. We follow the same process for both national brand and own brand items for any recall considered to be a consumer health or safety risk, regulatory issue, or a product quality issue where the item does not meet specifications.

For private brand recalls and FDA mandated recalls, we post the recall information on our website at

[RiteAid.com/customer-support/product-recalls](https://www.riteaid.com/customer-support/product-recalls)

Rite Aid does not conduct animal testing on ingredients or products in our own brand assortment, however we recognize other companies may continue to carry out some animal testing in order to meet certain legislative and regulatory requirements and to protect the health of consumers. We continue to collaborate with our suppliers to support the development of alternative methods.



Thriving Business

Drug supply chain integrity

In order to mitigate risk around the occurrence of compromised drugs within the supply chain, Rite Aid buys only from authorized distributors/wholesalers who purchase drugs directly from drug manufacturers as specified in the Drug Supply Chain Security Act.

Rite Aid and its subsidiaries have an established drug recall management procedure to process manufacturer recalls both at the store and patient levels. Each recall is communicated to pharmacies and patients as necessary with follow-up reporting to ensure recall completion.

To support supply chain integrity, Rite Aid has established systems to receive advance shipment notices that include the necessary transaction documentation as detailed in the Drug Supply Chain Security Act. Transaction history, transaction information and transaction statements are processed and validated with each order received to ensure compliance. Periodic physical and process audits of orders received are completed for additional validation.

Rite Aid and LSPediA have partnered to ensure continued compliance with the Drug Supply Chain Security Act as it moves to full implementation of an interoperable electronic exchange of transaction data for patient safety.



Thriving Business

Managing data security and privacy

Our commitment to securing data

In today's world, information protection is imperative. Our business as a health and wellness destination requires responsible management of sensitive information. Our customers depend on us to protect their personal information each time they fill a prescription, speak with a pharmacist or make a purchase in our store or online.

We are committed to protecting all of our stakeholders from damaging acts, whether intentional or unintentional. We demonstrate our commitment both operationally through proper training, handling and storage of information throughout our enterprise, and through our information security program. Privacy and Security are both represented at Audit Committee meetings of the Board of Directors. We always preach and follow 'Least Privilege' principle which provides minimum needed access to only information. We also follow 'Zero Trust' principle while designing our systems, by which no one is trusted until proper identification is provided and verified.

As a covered entity under HIPAA and other State and Federal Privacy laws, Rite Aid has a designated Privacy Officer who oversees the privacy program, including all affiliates, relevant business lines and subsidiaries. Our privacy program includes resources like our HIPAA procedures manual and individual HIPAA/Privacy policies, which are available to all associates on our internal company portal, as well as onboarding training and job specific annual training that is mandatory for all associates and relevant contractors. Training content covers topics such as background information regarding HIPAA, company privacy policies and procedures, the role of our privacy office, properly handling of Protected Health Information (PHI) and Personally Identifiable Information

(PII), how to report matters of concern, and the security of PHI, PII and confidential information, among other topics. Publicly, we post our policies regarding individual rights including rights of access, correction and deletion of individual data.

In addition to our policies, procedures and training, we conduct store level HIPAA reviews annually to monitor compliance. Reviews are focused primarily on the proper handling and storage of PHI and PII. These reviews cover the security rule, the privacy rule and the breach notification rule. Rite Aid and subsidiaries also conduct periodic HIPAA risk assessments and other data security and privacy assessments facilitated by our Information Security Team, Privacy Team, Compliance & Ethics team and/or Internal Audit.

Additionally, Rite Aid and all affiliates have designated hotlines available for all associates to report concerns anonymously, as well as a designated email address to specifically report privacy matters (privacyoffice@riteaid.com).

Rite Aid's comprehensive information security program is led by our Chief Information Security Officer and designed to protect information and critical resources from a wide range of threats in order to ensure business continuity, minimize business risk and maximize return on investments and business opportunities. The objective of this program is achieved through effective administrative, technical and physical safeguards that protect our data.

As part of Rite Aid's Information Security program, all associates are required to complete yearly security training. In addition, all employees receive security awareness email training around controlling access to Rite Aid's data on an ongoing basis.



Thriving Business

Our information security program

Rite Aid's information security program is monitored and updated on a continuous basis. Our program is reviewed by third party experts every year. Security measures are taken to guard against unauthorized access to, alteration, disclosure or destruction of data and systems. This also includes guarding against accidental loss or destruction. We utilize an industry standard framework to define security controls and track our program's progress.

We continue to get high marks concerning the security program.
Our program:

- Provides our associates with defined policies and procedures in order to control customer, patient and associate information; and
- Satisfies all federal and state legal requirements concerning privacy, security and breach information and disclosure requirements.
- Provides year-long and proactive security readiness testing and also provides internal standards for safe and secure business operations

Protecting company data, networks and systems that collect, process and maintain this information is of critical importance. This is executed through system controls and safeguards to thwart possible threats, as well as controls to ensure availability, integrity and confidentiality of the data.

It is the responsibility of all system users to understand our data security policies and conduct their activities accordingly:

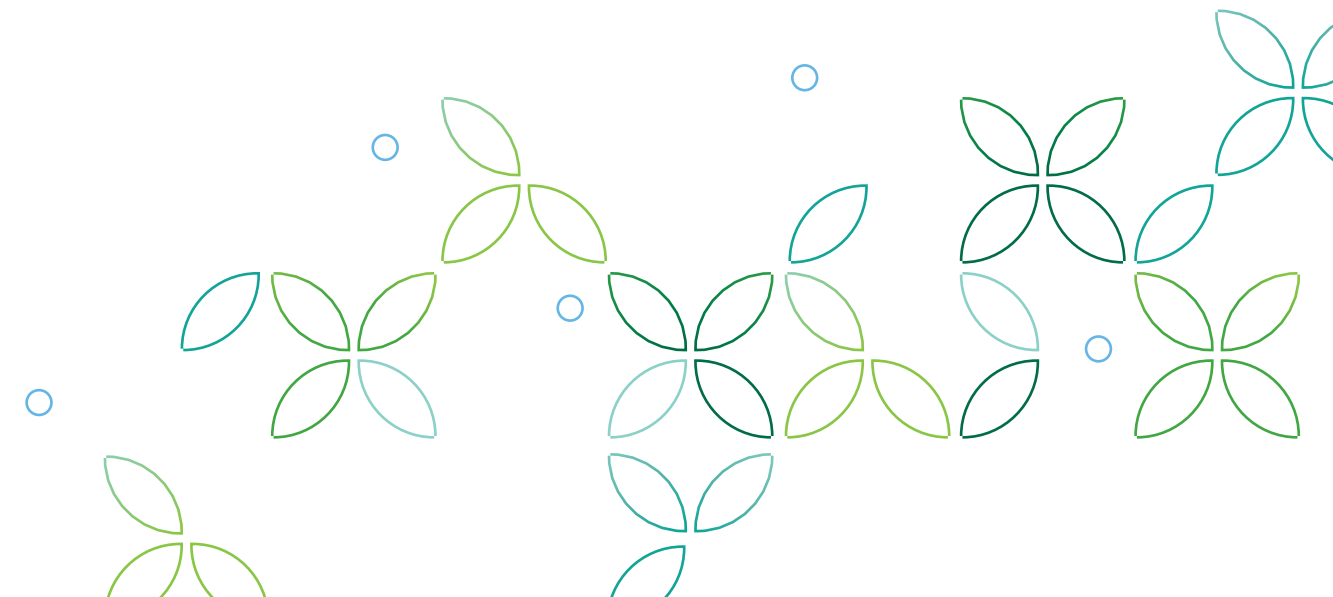
Confidentiality – Preserving restrictions on information access and disclosure so that access is restricted to only authorized users and services.

Integrity – Preventing sensitive data from being modified or deleted in an unauthorized and undetected manner.

Availability – Ensuring timely and reliable access to and use of information.

In addition to our information security programs and processes, Rite Aid has deployed a defense-in-depth strategy with detection and prevention at every layer to increase security of the system as a whole. Layered security describes a strategy featuring multiple defensive layers that are designed to slow down an active threat. If one security mechanism should fail, another mechanism may still provide the necessary security to protect the system. The goal is to delay the active threat and detect it before serious damage occurs. An effective layer acts as a strong deterrent by causing the active threat to look for an easier target.

We are pleased to report that, as a result of our programs, there were no significant Rite Aid system data security breaches involving PII or PHI during FY23. As a result, we incurred no Rite Aid system-related direct expense or remediation cost.



Thriving Workplace

Our strategic decisions are centered on our most valuable asset – our associates. We are proud to employ over 47,000 associates across the United States.

Our associates are key to the success of our transformation as they are at the center of supporting the whole health of our customers and communities.

Our transformation is about dramatically and visibly changing our business to meet the health and wellness needs of our customers – helping them to thrive. To build meaningful and lasting change, we must engage the unique perspectives, experiences and approaches that only come from a diverse workforce. We believe that an inclusive and welcoming workplace is not only desirable, but essential. We are committed to building a workplace in which every associate can thrive.

We are focused on optimizing our associate experience, opportunity and wellbeing across our organization by implementing transformative DEI strategy and people practices, driving positive business outcomes.

In this section:

SASB Multiline Specialty: Workforce diversity and inclusion

SASB Multiline Specialty and Food Retailers and Distributors: Fair labor practices

Associate engagement and development

Total rewards

Occupational health and safety



5 GENDER EQUALITY



10 REDUCED INEQUALITIES



16 PEACE, JUSTICE AND STRONG INSTITUTIONS



Thriving Workplace

Associate development

Growing and developing our talent is key to our future and our ability to lead at our best every day. We seek to inspire a high-performance culture and promote talent development. We offer development on leadership, safety, compliance and other critical skills necessary to run our business. We offer various instructor-led and virtual instructor-led programs and maintain a vast curriculum of relevant, on-demand learning and development resources.

Associates have access to training that can help improve their performance and acquire the knowledge and skills for future success at Rite Aid.

In addition to in-person development opportunities, our online learning management platform houses over 600 learning assets that support associates' development and ensures compliance across the corporation. We leverage other online learning platforms to support pharmacy associates in maintaining and building on their existing skills. In our leadership development online training portal, we house over 41,000 learning tools and resources to drive the effectiveness of our leaders. These are available to associates in the field, distribution centers and corporate. In 2022, we saw an uptick in digital learning and the number of learners using the platform increased over 12%.

New to the company is a multi-year project which establishes a foundation for how we select and develop our associates through a competency framework. Success Profiles were created to identify critical skills needed at all levels within the organization. A vast array of resources including learning modules are available to support competency development, and structured career-pathing opportunities are available for all associates.

Our goal is to grow leaders at all levels and provide associates opportunities to develop and grow the skills needed to meet personal goals and support Rite Aid's future growth and success.



Thriving Workplace

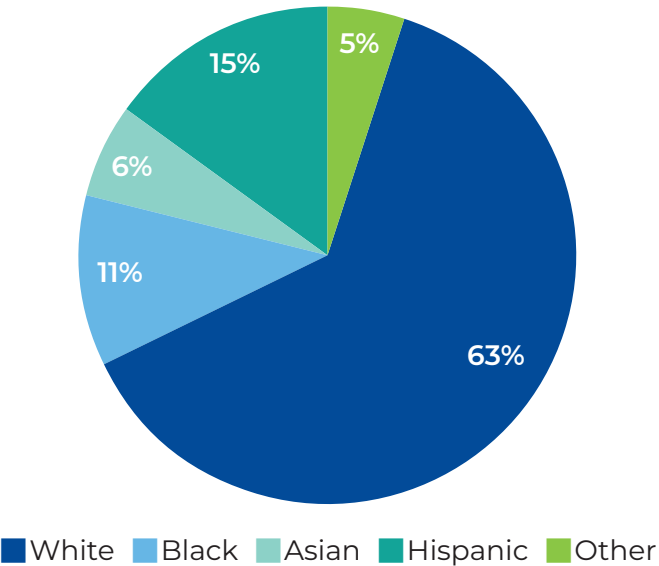
Diversity, Equity and Inclusion

Our progress in Diversity, Equity & Inclusion (DEI) at Rite Aid is gaining momentum and adding significant value to our business. We have a multi-year strategy in place that is showing positive results, with new programs and initiatives launched in 2023, including leadership development programs that specifically aim to advance diverse talent. We are committed to discovering and addressing the unique needs of our workforce through smaller group listening sessions and focus groups. By engaging our people in more intentional ways, we are empowering them to perform like never before, enabling them to gather their ideas to innovate, streamline processes, and improve their work experience.

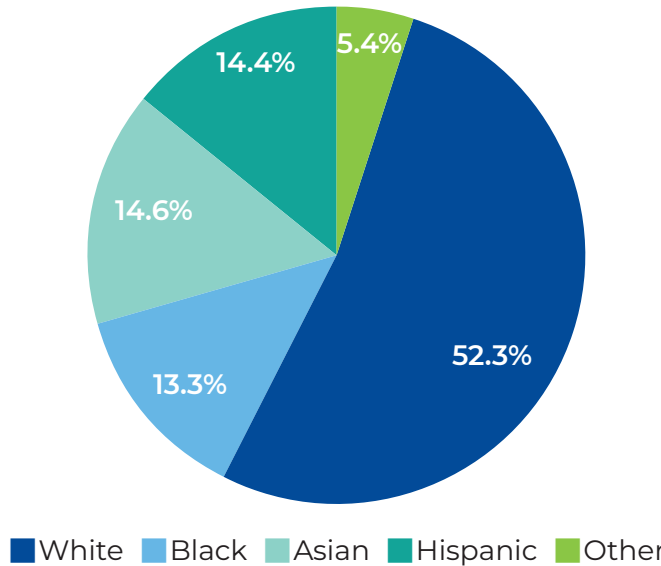
To achieve even greater DEI outcomes, we are taking an innovative approach and driving our DEI strategy through the Associate Experience. This approach includes the total associate work experience from onboarding to exit, impacting all talent processes with a particular focus on retention and talent attraction efforts. As part of this work, we are refreshing our Associate Value Proposition (AVP), which defines and supports our cultural shift, including essential behaviors we want to demonstrate in the work environment such as being agile, visible supportive leadership, associate enablement, and well-being. The AVP also indicates the promise we are making to our associates as an employer on what they can expect when working at Rite Aid, such as enhanced Total Rewards and the ability to reinvent themselves, innovate, and grow.

We are inviting our associates to live our values, as "One Rite Aid", aligning individual and team goals that drive an execution-focused culture while ensuring we have a diverse, equitable, and inclusive workplace in which our associates feel they belong. Although we are early in this new approach, we are excited about the potential impact it will have.

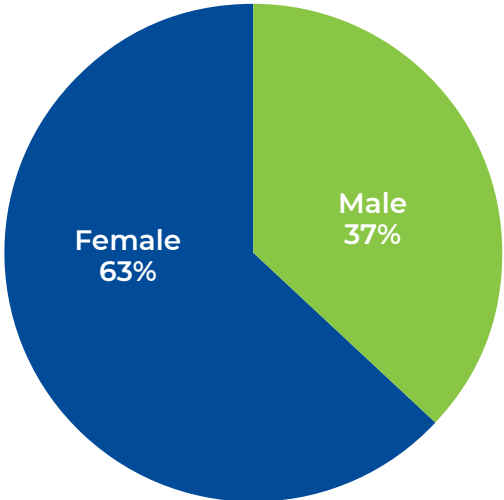
Management ethnicity



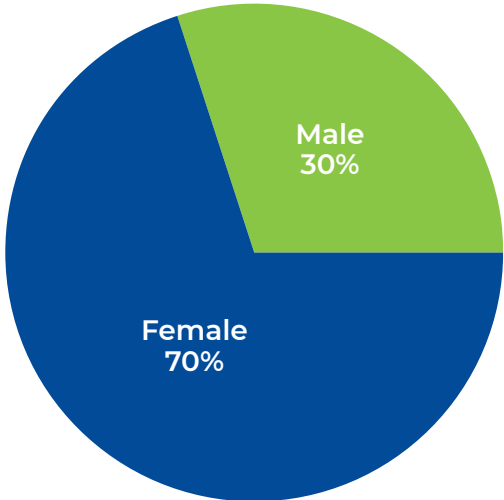
All other employees' ethnicity



Management gender



All other employees' gender



Thriving Workplace

Communication and engagement

In 2022, we were intentional in providing more opportunities to listen to our associates. In addition to the annual engagement survey, we partnered with external organizations to conduct an extensive assessment that focused on our associates' needs to better operate our business. Moreover, we assessed our associates to develop a new Associate Value Proposition (AVP) to understand what is important to our associates and be an employer of choice. The findings indicate our associates need to feel valued and supported through change with more flexibility, enablement, total rewards and better management. Based on these results, we have developed an Associate Experience Strategy supported by our new AVP to ensure that what we offer would have the greatest impact on our associates throughout the employee life cycle, from onboarding to exit.

Total rewards and recognition

We consider our associates vital to our business transformation. Therefore, we make it a priority to invest in them to drive growth and achieve our transformation goals. We believe that caring for their well-being and families is crucial, and we encourage them to be ambassadors of whole health in their communities.

We are dedicated to providing our associates with the tools and resources they need to thrive, which is why we have carefully designed our compensation, benefit, and recognition programs. Our programs are tailored to provide the appropriate level of security, support, and appreciation that our associates deserve, enabling them to achieve their full potential and reach new heights in their personal and professional lives. Included within the package of offerings for our associates are annual bonuses, 401(k) plans with company match, healthcare benefit plans, paid time off plans, employee assistance programs, and many other services and programs for our eligible associates.

In the last year, we have made several enhancements to our benefits, including accelerating benefits eligibility for newly hired associates (within the first month of hire), adding fertility and adoption benefits, and introducing a virtual physical therapy program. We have also extended our unlimited paid time off plan to many corporate and field leadership roles, differentiating ourselves from other companies.

We understand the importance of recognizing our associates and celebrating their exceptional contributions. That's why we use our recognition platform as a leadership tool that rewards exemplary behaviors in line with our core values of Hustle with Humility, Earn Trust and Keep It, and Get There Together. Our recognition program fosters a culture of appreciation and positivity, creating a sense of community amongst our workforce, where everyone feels valued and supported. We are proud to prioritize investing in our associates, and we believe it is critical to our long-term success.



Thriving Workplace

Occupational health and safety

Rite Aid is committed to providing a safe environment for our associates. Company occupational health and safety policies and procedures cover all facilities and operations and are required to be followed by all associates. Our associates are required to perform their duties in a safe manner, complying with all Company safety rules and policies. Store leaders are responsible for assessing, reporting and correcting unsafe working conditions or concerns at the time they are discovered. If an accident does occur, leadership must immediately report and respond to the accident by following Rite Aid's written procedures.

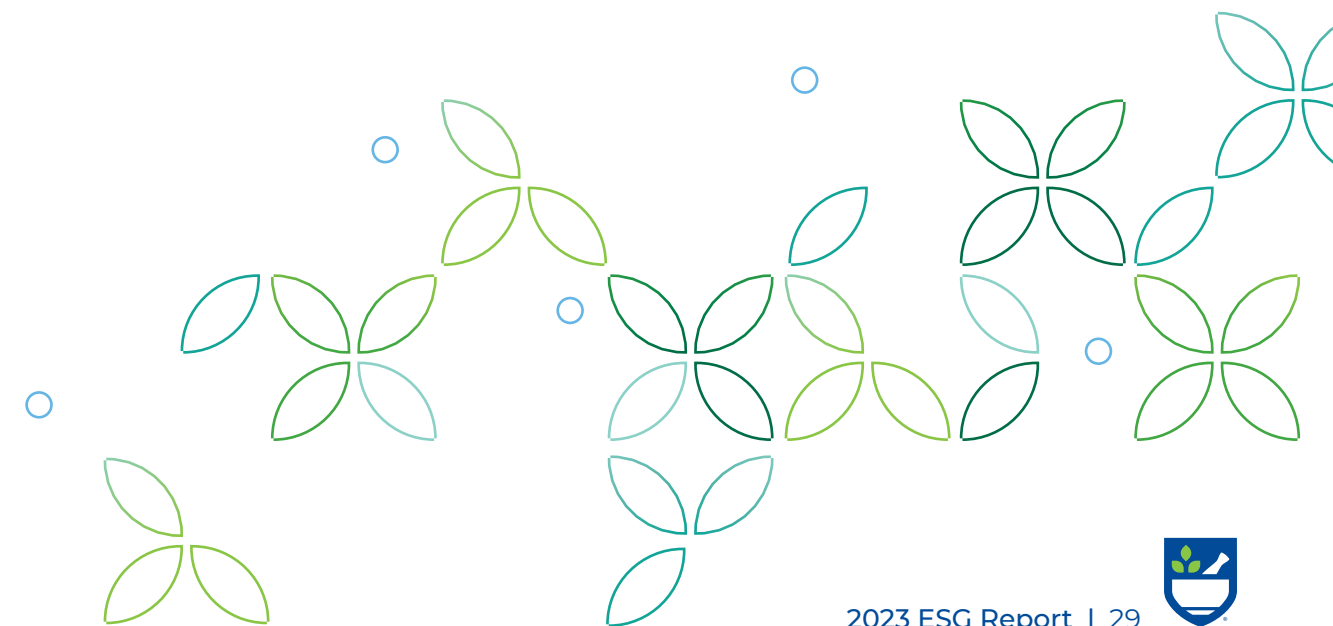
Associates are responsible for maintaining an atmosphere that promotes a safe working environment by notifying their immediate supervisor of unsafe conditions, complying with all safety rules and regulations, practicing safety while performing their job duties and informing supervisors of injuries to themselves, customers, or fellow associates.

We produce regular trainings focused on safety related topics. In the past year, those courses covered topics such as:

- Emergency Preparedness
- OSHA Inspections and Complaints
- Illness and Injury Prevention (IIPP) and Handling Accidents
- Safety: Truck Day and Every Day

Should our risk management team ever note an unsafe act from an individual incident or trend from multiple incidents, they will engage the regional leadership team as an opportunity for additional safety coaching of the store/ regional teams.

Rite Aid has and will continue to ensure associates are never putting themselves in situations where they may be harmed. From the top of our organization down, we've underscored the importance of associate safety to protect them from dishonest customer events.



Thriving Workplace

Labor practices⁵

As a result of our efforts to manage our workforce in a way that protects the rights of our associates and enhances productivity, we did not incur any work stoppages, impact on operations, or need for corrective actions to be implemented in calendar year 2022. We continue to evaluate data from our exit interviews to develop action plans where there is opportunity to improve and ultimately mitigate loss of talent to our business.

Wages

Rite Aid complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). In FY23, 96% of our in-store associates earned above minimum wage within their region.

Turnover

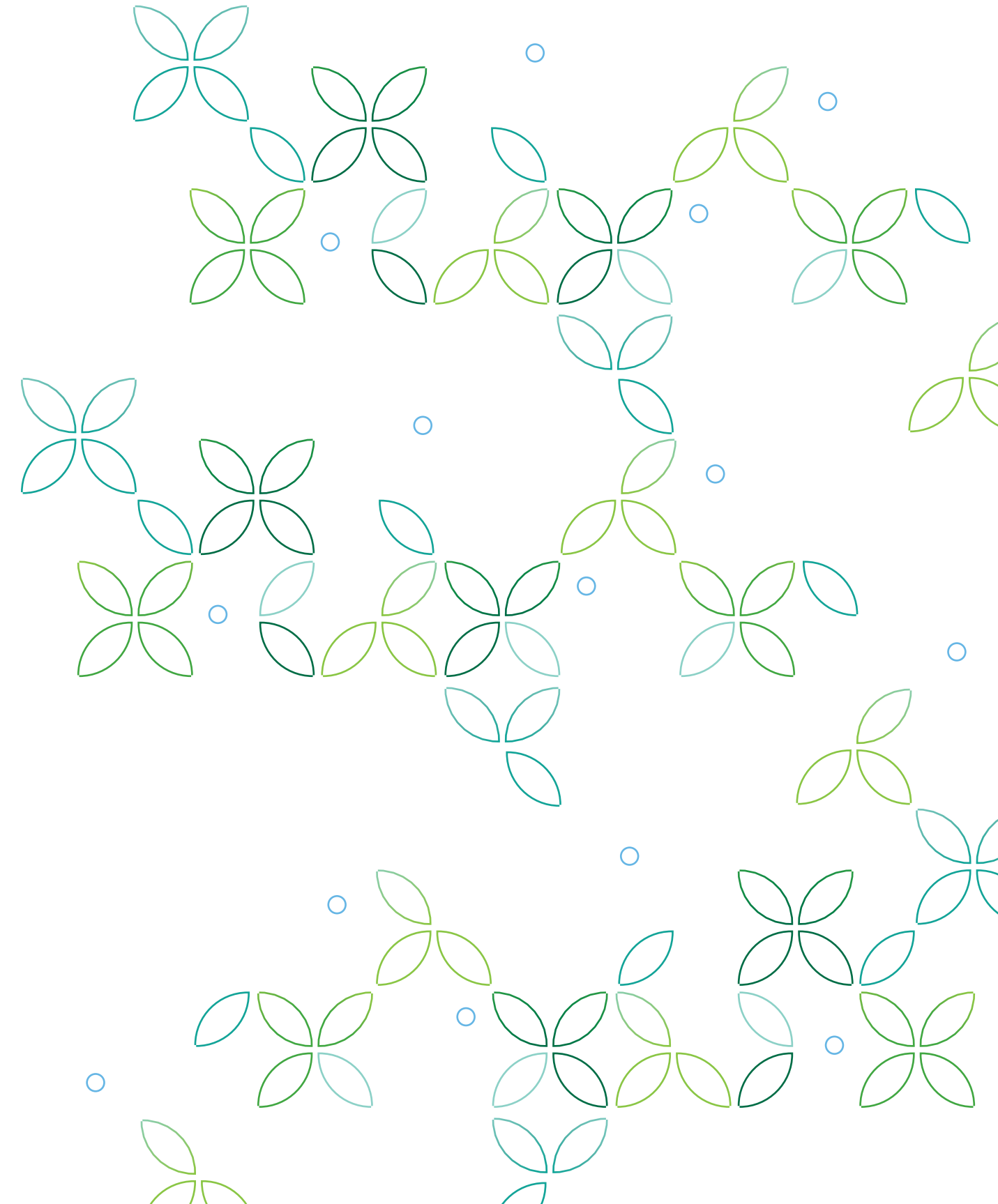
Our FY23 store associate turnover was 56%:

- 47% voluntary turnover
- 9% involuntary turnover

Union Membership FY2023

- 35% of our workforce is unionized
- 46% of all stores are under collective bargaining agreements
- 38% of distribution centers are under collective bargaining agreements

⁵Labor practices data reported for fiscal year 2023



Thriving Community

We strive to best support the overall health and well-being of the millions of lives we serve each day. Through our commitment to total health and wellness, and by expanding the role of our pharmacists, we are uniquely positioned to engage with customers and improve their health outcomes.

We are focused on improving health outcomes, health equity and access to care in the communities we serve by:

- Increasing our efforts to improve patient health outcomes at Rite Aid, Elixir and Health Dialog.
- Improving customer access to most effective medications and outcomes by unlocking the value of our pharmacy team as trusted advisors.
- Making medications more affordable, through our PBM, Elixir.
- Providing wellness coaching through Health Dialog.
- Partnering with organizations throughout our markets to address inequities in vulnerable and underserved populations.
- Raising awareness and education on prescription drug safety and drug abuse prevention.
- Raising funds to support charitable activities in the communities we serve through an independent public charity, Healthy Futures.

In this section:

SASB Drug Retailers: Patient Health Outcomes

SASB Drug Retailers: Management of Controlled Substances

Patient Safety

Community involvement



3 GOOD HEALTH AND WELL-BEING



Thriving Community

Improving health outcomes at Rite Aid Pharmacy

Consumers trust their pharmacists as their health care advocates, often interacting with them more frequently than their primary care physicians.

Pharmacists serve as trusted advisers to consumers, helping them combat and prevent disease, advising on prescription drugs and complex polypharmacy, supporting them and helping them navigate through their health care journey, answering questions and making appropriate recommendations for OTC products and overall whole health guidance.

Health equity

- In FY23, Rite Aid opened two small format stores in rural Virginia as part of a pilot program to improve access to pharmacy services in pharmacy deserts and underserved communities. The smaller format stores feature a full-service pharmacy and a retail assortment of health and wellness products. Two additional locations are planned to open in FY24.

“We are proud to increase access to vital pharmacy services for these communities, making it more attainable for people to get the medications and products they need to achieve whole health. Pharmacists play a critical role in the wellness of our communities by helping individuals understand their health conditions and staying up to date on their medications and vaccinations. Our small format store teams look forward to becoming trusted care advisors and helping to improve health outcomes.”

Bill Miller, acting head of Retail Operations

- Our clinical services team performed more than 700 immunization clinics in underserved areas with a social vulnerability index (SVI) greater than 75%, demonstrating our focus on health equity and access to care.

Tools for success

Our brand strategy has highlighted the value of Rite Aid pharmacists caring for their customers at levels never seen before in healthcare.

Our pharmacists have been trained to be certified integrative pharmacy specialists. They received instruction on alternative medicine and over-the-counter remedies and are now certified to be able to offer both traditional and alternative remedies.

- We continue to partner with Elsevier to provide pharmacists with access to a wide variety of clinical tools, including Clinical Pharmacology, Patient Education Direct, Clinical Key and Natural Medicines Comprehensive Database. Our goal is to ensure our pharmacists have access to the resources needed to develop professionally and be knowledgeable in order to help our customers achieve the balance of mind and body health.
- We continue to use our accredited provider status by the Accreditation Council for Pharmacy Education (ACPE). This accreditation allows us to develop continuing pharmacy education that enables our pharmacists and technicians to earn CE credits. We offered over six courses throughout the year educating our pharmacists on our focus health conditions.

Thriving Community

Focused health conditions

In FY23, pharmacists completed ongoing bi-monthly ACPE modules, developed to build upon their knowledge of selected health conditions focused on our customer's whole-body health. Topics included Sleep and Stress, Eye and Skin Health, Fitness, Nutrition and Gut Health, Immunity, Radiant Beauty, and Sexual Health and Intimate Wellness.

Improving operational efficiency

Our Central Fill facility in Delran, New Jersey improves efficiency of the prescription filling process while freeing up time for our store-based pharmacy associates to enable additional clinical and customer service interactions.

We've expanded our footprint of stores and service over 1,000 stores and fill over 200,000 maintenance prescriptions per week, with plans to expand further going forward.

Through this service, we are able to save 50% of the time needed to fill and dispense each prescription, enabling us to reallocate that time to expanded clinical services and customer care.



Thriving Community

Patient care at Rite Aid

Medication non-adherence, or failing to take medications as prescribed, is directly associated with higher rates of hospital admissions, suboptimal health outcomes, increased morbidity and mortality and increased healthcare costs.

Here are just a few of the programs and initiatives designed to support better health outcomes for Rite Aid patients:

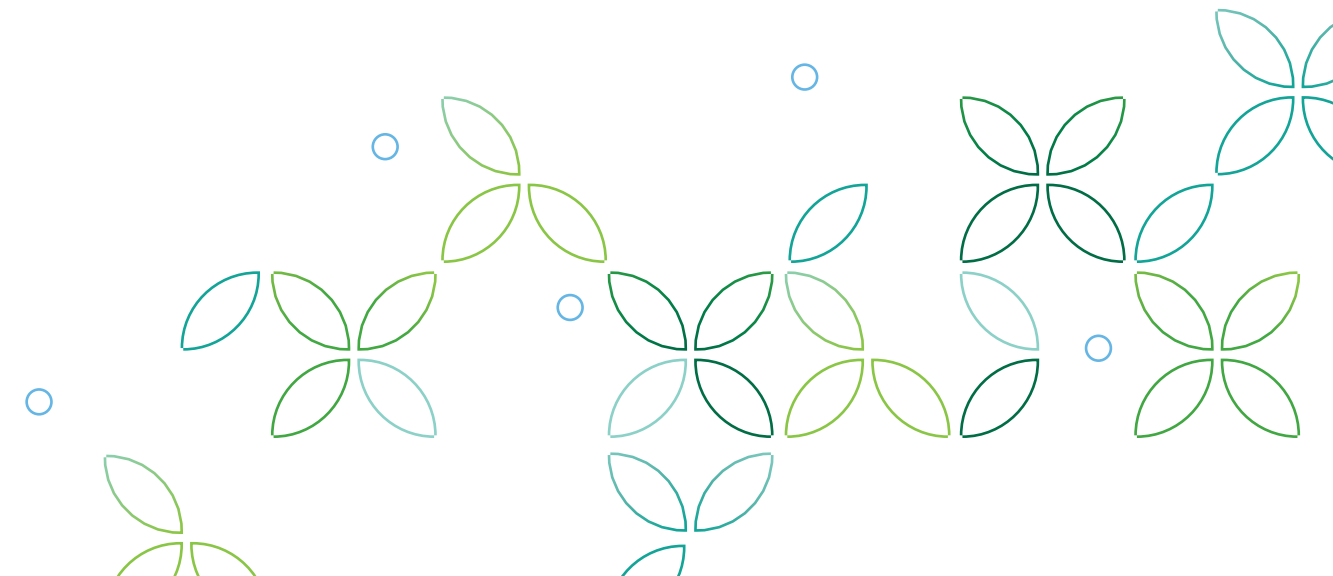
Rite Care

In 2018, Rite Aid launched “Rite Care”, a state-of-the-art proprietary tool that provides our pharmacists with real-time alerts for clinical service opportunities without having to access a separate application. These clinical services opportunities include immunizations, comprehensive medication reviews, medication adherence consultations, opportunities for enrolling a patient in predictive refill programs and more. This technology allows our pharmacists more time to engage with their patients and holistically address their individualized healthcare needs.

Through Health Dialog, our wholly owned subsidiary, Rite Aid leverages predictive analytics to ensure we are targeting the right patients, at the right time and in the right way. In addition, our trained health coaches from Health Dialog conduct outreach via telephone to engage with our most “at risk” patients.

In 2022, we populated over 62 million targeted clinical opportunities to be able to present during workflow to our pharmacists each day. Using proprietary analytical technology, Rite Care identifies customers in need of clinical services, including immunizations, medication therapy management (MTM) and medication adherence consultation/tools. In addition, we made the following enhancements to our Rite Care program:

- Partnered with regional health plans to offer targeted clinical opportunities directly to their patients. These programs support medication adherence for their members by offering adherence tools and pharmacy counseling.
- We added targeted opportunities to identify and close care gaps more quickly and ensure customers receive prescriptions when they are needed to achieve desired outcome from the medication.
- We enhanced our tool to connect with our customer base digitally and improve vaccination rates.



Thriving Community

Rite Aid's Medication Therapy Management (MTM) program

In 2022 Rite Aid was awarded Most Innovative MTM Provider by OutcomesMTM™

Medication Therapy Management (MTM) represents one way our pharmacists are practicing at the top of their license by resolving drug therapy problems, closing gaps in care, addressing medication adherence barriers and optimizing medication therapies for their patients. Rite Aid partnered with OutcomesMTM, the national leader in the design, delivery and administration of MTM programs, to utilize platforms that identify eligible patients, assess appropriate interventions and document care. Additionally, in December of 2022 we began building a central clinical support team to assist stores with MTM and other clinical opportunities.

Pharmacists are a valuable and trusted member of the patient health care team, and MTM is one way in which we can demonstrate this value to health plans. Pharmacists who are actively engaged in MTM services provide a higher level of care and help patients achieve better outcomes. MTM also encourages patients to be active participants in their healthcare, empowering them to be more knowledgeable about their health and more responsible about their medication use. In a broader context, MTM services also facilitate a stronger partnership among patients, their pharmacists, physicians and other healthcare providers to help prevent avoidable healthcare expenses and drive positive health outcomes. In 2022, Rite Aid pharmacists completed approximately 384,000 MTM services to support the health and wellness of over 220,000 patients.

In addition to the Rite Care and MTM Programs, we also utilize the following additional tools to improve adherence:

- **90-day prescriptions** Studies have shown that switching a patient to 90-day fill can raise adherence rates over 20%.
 - In 2022, dispensing of 90-Day prescriptions among Medicare-Part D patients with maintenance prescriptions increased over 2021.
 - In 2022, dispensing of 90-Day prescriptions among all patients with maintenance prescriptions also increased over 2021.
- **Predictive refill enrollment** (Medicare Part D): Predictive refill includes both the Rite Aid One Trip Refill (OTR) and Automated Courtesy Refill (ACR) programs. Enrolling a patient in a predictive refill program and converting fills to 90 days can raise adherence rates to an average of 90%.
 - In 2022, there was an increase in the number of Medicare-Part D patients using Predictive Refill for their maintenance prescriptions.
- **Rx notifications:** Enrolling a patient in prescription notifications also adds to workflow efficiencies and higher customer satisfaction. The tool can also be utilized to increase adherence.
 - In 2022, there was an increase in the number of Medicare-Part D patients using Rx Notifications for their maintenance prescriptions.



Thriving Community

Clinical pharmacy service pilots

Community pharmacists are among the most accessible of all healthcare professionals. Many patients and their caregivers visit their local pharmacy first to seek help in relieving their symptoms or to ask questions about their care. As a way to make quality healthcare more accessible, many states have taken significant steps to allow pharmacists to further expand their roles, performing additional services that go beyond filling prescriptions and better leveraging their expertise and capabilities.

Through these emerging clinical pharmacy services, Rite Aid pharmacists are providing a higher level of care in their communities. They are better equipped to evaluate their patients and provide appropriate support and education based on these expanded service offerings.

Here are three examples of how Rite Aid pharmacists are providing a higher level of care in local communities through current pilot programs:

Idaho Prescriptive Authority

- All pharmacists in our Idaho pharmacies are allowed to evaluate and treat for cold sores and uncomplicated urinary tract infections, uncomplicated yeast infections and to prescribe statins for patients who have been diagnosed with diabetes.
- The expansion of prescriptive authority improves access to quality, affordable care to treat self-limiting conditions. Our pharmacists are able to practice at the height of their education and demonstrate the important role they play in the healthcare ecosystem.

We've developed our own board of pharmacy approved Accreditation Council for Pharmacy Education (ACPE) certification courses for contraceptive prescribing and point of care testing in the states in which we provide (and plan to provide) these services.

Contraceptive prescribing

Our pharmacists are now permitted to prescribe contraceptive therapy in select stores in Oregon, California and Maryland. This service allows patient access to contraceptive services in a convenient and affordable manner intended to decrease unplanned pregnancy rates in the community and provide preventative care services.

Point of care testing

- Our pharmacists have been trained to perform independent testing to diagnose and treat patients for Group A Streptococcal and Influenza infections. We are also able to offer pharmacist administered testing for COVID-19.
- Our pharmacists performed influenza and strep tests on nearly 94 patients since restarting this program. This testing service is offered at over 250 locations in Michigan and Idaho.

Thriving Community

- **Rite Aid mobile app:** This free, 5-star rated app provides tools designed to assist patients with medications adherence. These tools include “My Rx Score,” which tracks an adherence rate on each individual medication, medication reminders, and automated refill tools, as well as a bar code scanner to refill your medication directly from the bottle.
- **Compliance packaging:** For our most vulnerable patients, Rite Aid has added a centralized compliance packaging solution. Our compliance packaging programs offers blister packaging to select customers, with the goal of approving their medication adherence. Blister packs organize maintenance medications by day and time for convenience and ease of administration. They are filled via automation at our Central Fill Facility and shipped to the stores for dispensing to customers. This is an ongoing effort that continues to be scaled.



Thriving Community

Immunizations

All customer facing pharmacists are certified Immunizing Pharmacists. Our pharmacists have received extensive training to provide both vaccines and education about vaccines, including those that protect against the flu, pneumonia, whooping cough, measles and COVID-19, as allowed by state law. This enables our pharmacy teams to engage with our patients and provide vaccines that are appropriate for each patient's individual needs.

During fiscal year 2023, Rite Aid completed over 6,500 total onsite immunization clinics. Of these, more than 700 onsite immunization clinics provided access in underserved communities (areas with an SVI equal to or greater than 75%). These onsite clinics extended Rite Aid's reach into the communities we serve. These clinics accounted for more than 140,000 total doses of vaccines administered.

Rite Aid continued its efforts as a member of the Federal Retail Pharmacy Partnership in all locations. As of February 2022, Rite Aid had administered over 20 million COVID-19 vaccines across all jurisdictions.

Our immunization program continues to grow because of our efforts.

Patient safety

Patient safety is a critical priority at Rite Aid, and we use a robust proprietary Continuous Quality Improvement Program to drive this effort. With the help of analytics, we constantly review the program for improvements and updates that promote patient safety.

Incident identification, root cause analysis, creation of action plans for future improvements, and implementation of ongoing education, counseling and follow up, allows for a reduction in annual claims rates.

During the data entry process, our associates are able to perform specific medication searches which leads to increased accuracy in product selection. The number of prescription orders that may be open at one time is limited; therefore, maintaining associate focus and increasing accuracy in dispensing. The ability to scan medication bottles, to ensure the appropriate product is selected, provides technical assistance to employees filling medications.

In states where available, advances in technology have allowed us to use a data analytics review tool to assist in the safe dispensing of controlled substances to our patients. Through this tool, our pharmacists are able to quickly assess patient medication records through integrated access to state-specific prescription drug monitoring programs.

Patient safeguards are integrated at the point of sale to facilitate continued precision in dispensing. These safeguards enable the pharmacist to halt the sale of medication, ensuring professional counseling is personally delivered to the patient. Furthermore, the collection of multiple patient identifiers ensures medications are dispensed to the patient for whom they are intended.

Ensuring patient safety is a continually evolving process. Our Continuous Quality Improvement Program helps to provide safe and accurate medication dispensing to the millions of patients we serve.

Thriving Community

Management of controlled substances

As one of the nation's leading drugstore chains, Rite Aid takes its role as a community healthcare provider very seriously. This means going beyond simply complying with state laws and regulations by raising awareness about important issues like prescription drug safety, drug abuse prevention, and advocating for proper medication disposal.

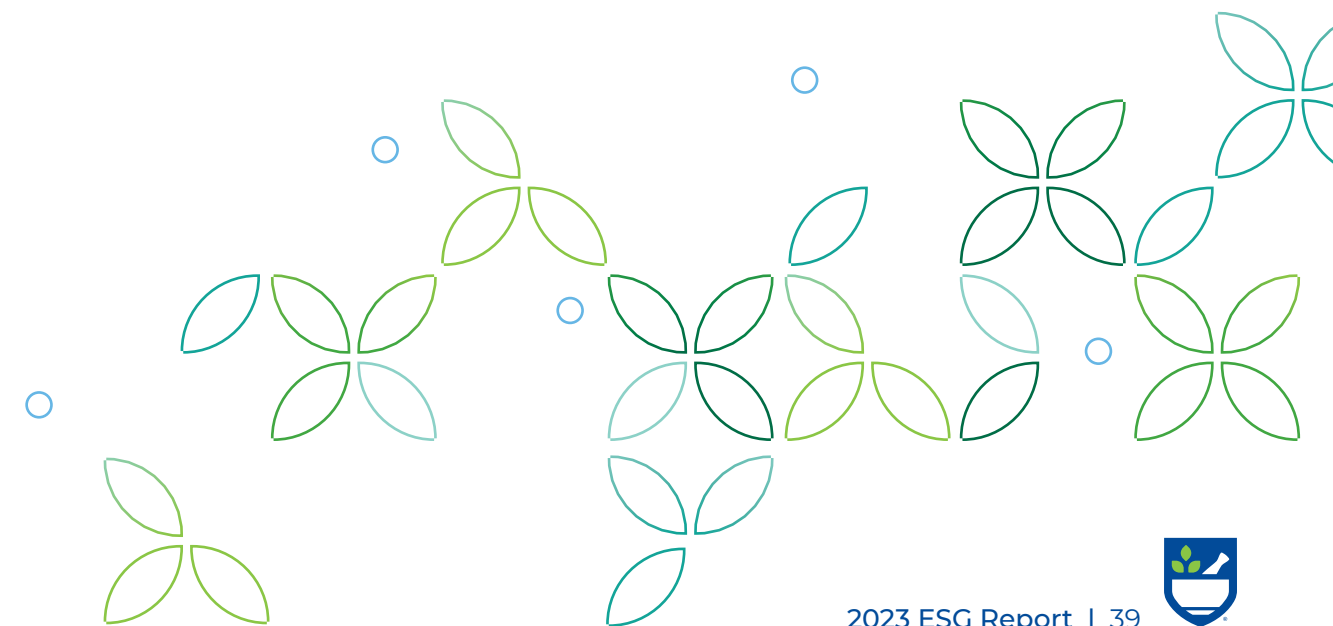
Our pharmacists are trained to educate our patients, so they understand the risk of opioid abuse — starting with their first opioid prescription, including through:

- Handouts on opioid use, safe storage disposal, and proper use of Naloxone for patients with opioid prescriptions.
- Warning label sticker on opioid prescription bottles that reads “Caution: Opioid. Risk of overdose and addiction.”
- Counseling for patients with new opioid prescriptions on their profile.

Rite Aid is committed to serving our communities as a good partner for disposing of unwanted opioid medications. In the calendar year 2022, Rite Aid distributed over 65,000 Dispose RX Packets to assist opioid patients in quickly and safely disposing unused excess opioids. As a result, more than 274,000 pounds of unwanted medications were returned to our in-store medication disposal kiosks. Additionally, Rite Aid dispensed over 115,600 Naloxone prescriptions in 2022 compared to 89,000 prescriptions in 2021, to reverse the effects of an opioid overdose.

Rite Aid successfully implemented NarxCare in 2 additional states, bringing the total to 15 (of the 17 states in which Rite Aid operates pharmacies) of operations that have approved Prescription Drug Monitoring Programs (PDMP) integrations. NarxCare utilizes, analyzes, and presents information from State PDMPs to enable pharmacists to identify and manage patients at risk for Controlled Substance Misuse and Abuse more efficiently and effectively.

Our pharmacists receive ongoing training on opioid management, counseling, and response. In addition, our pharmacists are provided with numerous tools to utilize when dispensing a controlled substance prescription.



Thriving Community

elixir **Improving member access, affordability and health outcomes**

Elixir is a pharmacy services company with the scale, flexibility and expertise to help our clients achieve their unique business goals. Elixir has the assets needed to optimize the full pharmacy spectrum, including:

- An industry leading adjudication platform, offering flexibility, efficiency and data privacy protection
- A pharmacy benefits management company
- Accredited mail and specialty pharmacies, creating an exceptional member experience, waste reduction and cost savings
- Prescription discount programs for uninsured and under-insuredAs a trusted everyday care connector, our pharmacy teams drive lower healthcare costs through better coordination, stronger engagement and personalized services that help achieve whole health for life.

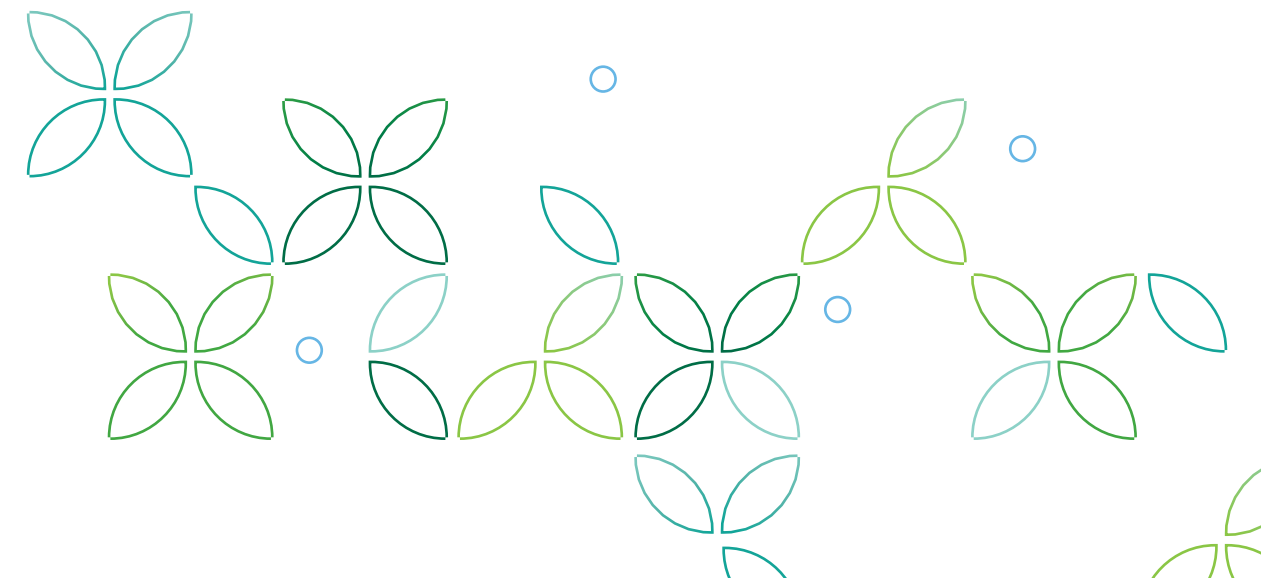
By forming genuine partnerships with our clients, we craft solutions to improve today's pharmacy benefits challenges.

Expanding access to coverage

More than 20 million people rely on the pharmacy benefits and services of Elixir. Throughout the United States and Puerto Rico, we help employers, commercial and government-sponsored health plans, and hospice organizations offer affordable prescription drug benefits, convenient access to pharmacies and the clinical management needed to help members make healthy choices and keep drug spending under control.

FY23:

- **\$8B in revenue**
- **2.7M pharmacy benefit management lives**
- **1.3M mail and specialty pharmacy prescriptions filled**
- **13.5M discount savings card claims**
- **48M third-party adjudication claims**
- **1.3M third-party rebate service claims**



Thriving Community

For members who may have difficulty getting to a pharmacy for physical or economic reasons, or even those in rural areas, our mail order pharmacy plays a vital role in improving access to the medications they need. Members with chronic conditions, who depend on maintenance and specialty medications, can have them delivered to their door, often at a lower cost than retail.

While these offerings help people who are employed or eligible for government-sponsored plans, many are underinsured or uninsured. To help make medications more affordable to these people, we offer a prescription drug savings program, often saving up to 60% on the cost of FDA-approved drugs. The program is free, with no membership fees or hidden costs. There are no enrollment requirements, restrictions or limitations. It can be used instantly at more than 60,000 pharmacies nationwide, including all major retail chains and regional grocery stores. It also may be used instead of, but not combined with, prescription drug insurance or Medicare.

Because of the rising cost of drugs, many plan sponsors exclude medications like those that treat cosmetic related acne, impotency, weight loss and smoking cessation. These “lifestyle” drugs can have a significant impact on a person’s quality of life and can improve other chronic conditions like diabetes, hypertension and high cholesterol. With our prescription discount program, members have more affordable access to these medications.

Improving health outcomes

Plan sponsors and members can feel overwhelmed with the number of drugs and new indications available, as well as rising costs. Plan sponsors want to offer better benefits but may struggle with being able to do so. They often have no choice but to increase member cost share.

Members may struggle to pay for their medications, mitigate side effects or understand increasingly complex therapies. As a result, some members stop adhering to their prescribed treatment plan, leading to worsened health and unnecessary costs for plan sponsors. And the cycle continues.

As a part of our pharmacy benefits and services, we help plan sponsors and members by providing crafted solutions, from clinical to formulary and benefit design, that consider specific disease states, target populations and the efficacy of drug options available. While having the clinically appropriate controls in place is important, you also have to consider each individual member and their condition.

Addressing the unique needs of specialty medications and the people who rely on them

Specialty medications are revolutionizing the pharmaceutical industry, providing new hope and treatment options for people with complex conditions like multiple sclerosis, psoriasis, Crohn’s disease and cancer. However, these specialty therapies can come with a hefty price tag and complexities that must be managed for each person as an individual.

We understand that it is important to have the right mix of condition-focused clinical controls to ensure members get the right drug at the right time and the right price. Elixir works with plan sponsors to develop a plan design with condition-focused clinical controls tailored to meet the needs of the plan and the condition being treated.



Thriving Community

We have our own specialty pharmacy and partner with an exclusive network of specialty pharmacies to give our clients options to meet their needs and provide members with access to drugs under limited distribution by the manufacturer. This ensures continuity of care, optimal savings and key insights into condition-focused outcomes.

Elixir Specialty pharmacy provides personalized care to every member they serve before the first dose is shipped and continues interactions throughout the treatment. We spend the necessary time with each member assessing their risk for nonadherence, closing gaps in care, gauging their confidence in their specialty medication, optimizing site-of-care options and understanding what is needed for the member's success. Every member is also assessed for copay assistance programs to help ease their financial burden. This individualized care often increases member confidence and adherence rates, producing optimal therapy outcomes.

A balanced approach to utilization and therapy management

Our balanced clinical approach considers clinical effectiveness, economic impact and the member experience. Sometimes, it's important to provide coverage for a drug (or keep it on a formulary) that's a higher cost simply because it's the most clinically appropriate medication available for the condition. There also may be situations when it's more important for members who are already at a "stable state" to continue using a medication rather than requiring a switch to a new drug due to a change in formulary.

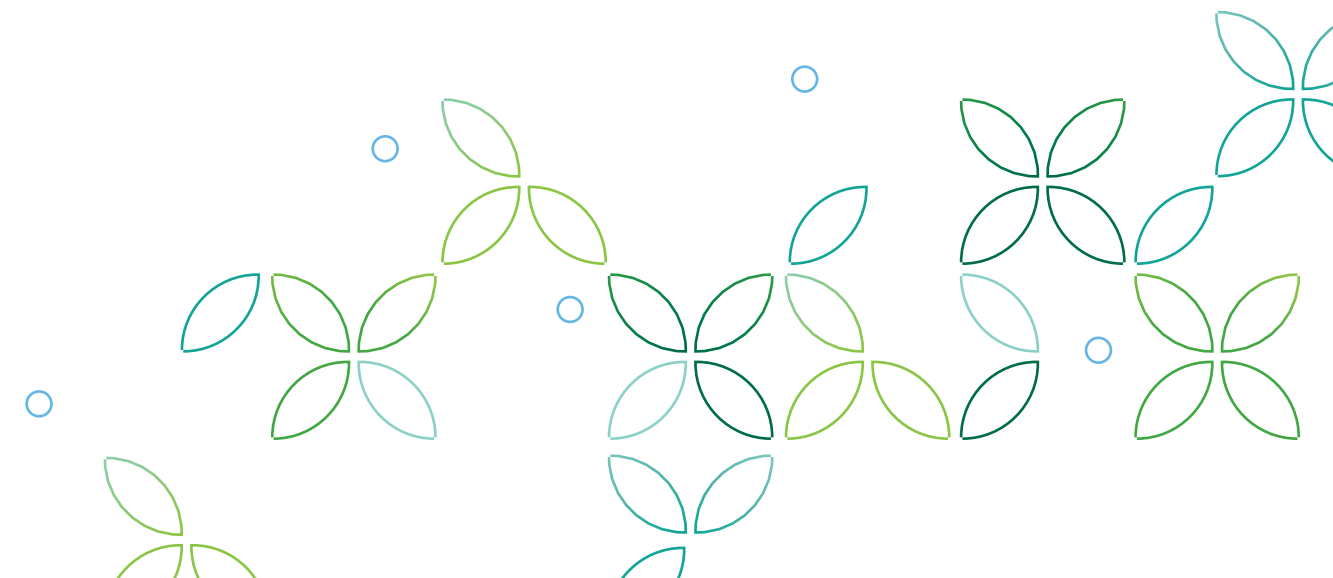
Our NCQA-accredited utilization management (UM) and nationally recognized drug therapy management (DTM) programs ensure members are appropriately taking medications prescribed for them to optimize therapeutic outcomes.

Through member profiling and analytics, we detect instances of inappropriate therapy and provide interventions to support better health outcomes.

Changing member behaviors

Getting someone to a stable state often means changing habits. As an example, according to the Whole Health Organization, approximately half of people with chronic conditions do not take their medications as prescribed, which can lead to other health complications. With education and counsel, more people can avoid unnecessary hospitalizations and additional health issues.

Our data-driven program identifies Medicare members at-risk for nonadherence to diabetes, cholesterol and blood pressure medication who are receptive to interventions, along with their preferred method of communication. Our Care Navigators, which include clinical pharmacists and registered nurses, use this data to engage members, providing personalized outreach and education to encourage ongoing medication-taking behavior and empowering members to overcome barriers to adherence.



Thriving Community

Helping members manage pain safely

Management of pain has become a nationwide issue, and one that we take very seriously for the comfort and protection of our members. Our pain management programs focus on member safety through communication, education and outreach, as well as interventions that help avoid excessive dosing and dangerous drug combinations, with the goal to help individuals manage pain safely.

Elixir community involvement

Elixir believes in being a caring neighbor through its charitable giving and hands-on community service activities. We partner with Rite Aid on community involvement initiatives, and have supported the following:

- Emergency Assistance Center in Northeast Ohio
- Santa's Elves
- Ozarks Neurological Foundation
- University of Houston Scholarship
- Kiwanis Charities Golf Tournament
- Folds of Honor Foundation



Thriving Community

health dialog Wellness programs

Our wholly owned subsidiary Health Dialog provides integrated, multi-channel coaching services to our patients. Health Dialog's nurse line service is accredited by the Utilization Review Accreditation Commission (URAC) for Health Call Center and the National Committee for Quality Assurance (NCQA) for Health Information Line. In addition, Health Dialog has received NCQA Population Health Program Accreditation.

One key aspect of our business has been to develop, design and/or execute wellness programs. The following Health Dialog wellness programs were active in 2022:

Tobacco cessation: This program engaged individuals who use tobacco to help improve health outcomes. Innovative outreach strategies provided education and support, online coaching models and award-winning toolkits to help participants achieve behavior change goals. Participants completing the program were defined as those who completed four or more objectives or who reported tobacco cessation.

Cardiometabolic risk: This program engaged individuals with metabolic syndrome, high cholesterol, high blood pressure, high blood sugar, diabetes, and/or lack of physical activity to prevent risk progression and to help improve health outcomes.

Diabetes management program: This program manages individuals with type II diabetes to provide education and support to help them manage their

condition. The primary focus of the program is to address lifestyle factors such as nutrition, physical activity and medication adherence to help individuals regulate their blood glucose, blood pressure and A1c levels. Participants are offered financial incentives through the program to remain engaged and are offered a customized Diabetes Management mobile app to track their progress.

Weight management: This 12-week program engaged individuals who were overweight or obese to help improve health outcomes. Participants were offered a variety of ways to engage and learn at their own pace through digital education partnered with 1:1 telephonic support with a Registered Dietitian. Participants were incentivized to track their progress toward their weight goals. Upon completion, individuals were offered a completion reward and were invited to continue to work with a Health Coach as needed to achieve or maintain their weight goals.

Forty-three percent of Health Dialog eligible members participated in one of these programs.⁷

In addition, Health Dialog fielded over 7,500 COVID-19-related calls via our call center with topics ranging from general questions about the virus to symptom treatment advice to COVID testing and vaccination resources.

⁷Calendar year 2022 data

Thriving Community



Rite Aid Healthy Futures is a charitable, tax-exempt 501 (c)(3) public charity. Since its founding by Rite Aid more than 20 years ago, Rite Aid Healthy Futures (formerly the Rite Aid Foundation) has been helping create stronger, healthier communities. The organization is a strong catalyst for positive change, focused on addressing racial inequities and health disparities.

Through the fundraising support of Rite Aid and our generous customers and business partners, millions of dollars are raised each year to support the charity's work through programs.

In 2022, Healthy Futures issued their first impact report, outlining the powerful work they have done in our communities. Signature initiatives include:

- **Empowering Children:** Our Empowering Children initiative recognizes that positive change starts with healthy kids. When kids thrive, they become the catalysts that spark meaningful change in our neighborhoods. Working with strategic partners particularly focused on youth, Rite Aid Healthy Futures is here to support, inspire and empower children so all kids can unlock their full potential and become the changemakers of tomorrow.
- **Connecting Communities:** Launched in 2021, the Connecting Communities program finds innovative ways link major institutions and their communities in ways that nurture and promote health equity for children, especially those who may already be receiving medical care or living with a serious illness.

- **Strengthening Cities:** The Strengthening Cities initiative aims to reduce health disparities for children and youth in city neighborhoods. With a focus on local partners, the initiative addresses the overlap between racial inequities and quality of life. Funding goes directly to organizations that help address hunger, education, housing, health, income and other essentials. Through Strengthening Cities, Rite Aid Healthy Futures has committed to building hope and progress in our neighborhoods, starting with an initial focus on food equity in six major cities across the U.S. Together with our donors, partners and grantees, we hope to build healthier, happier communities.

To read the full impact report, or learn more about Healthy Futures, visit RiteAidHealthyFutures.org.



About This Report

This is Rite Aid Corporation's fifth annual ESG Report. It provides insight on the company's environmental, social and governance endeavors and related performance data for Fiscal Year 2023 (February 27, 2022-March 4, 2023), unless otherwise noted.

References to "Rite Aid", "Rite Aid Corporation", the "Company", "we", "us", or "our" in this report refer to Rite Aid Corporation and/or its affiliates. Rite Aid Corporation, a Delaware corporation, owns multiple subsidiary companies which operate Rite Aid stores and pharmacies and other affiliated companies. The term "affiliates" means direct and indirect subsidiaries of Rite Aid Corporation and partnerships and joint ventures in which such subsidiaries are partners. References herein to "associates" refer to employees of our affiliates.

Assessment of importance

The basis for our assessment of importance was both internal and external stakeholder feedback, combined with guidance from SASB (the Sustainability Accounting Standards Board). Some of the sources included:

- Stockholder proposals
- Select institutional investor input
- Company programs, policies and risk factors
- Industry trends

While Rite Aid is categorized by SASB as a Drug Retailer, topics were additionally drawn from Food Retailers & Distributors, and Multiline and Specialty Retailers & Distribution Standards. The framework for our 2023 report appears in the corresponding SASB index found in the appendix of this report.

Based on our assessment, we concluded the issues of greatest importance to our company and our stakeholders fall into four pillars: Thriving Planet, Thriving Business, Thriving Workplace and Thriving Community.



About This Report

Information integrity

Rite Aid is responsible for the arrangement and integrity of information in this report. The programs, data and aspirations disclosed in this report are managed by the groups responsible for achieving them. Using several key controls, including a review process with internal subject matter experts, we believe this report accurately represents our ESG endeavors for FY23. The report was reviewed by management, as well as the Nominating and Governance Committee of the Board of Directors, prior to its release.

Your feedback

We appreciate comments so that we can improve our reporting and provide the most relevant information to our stakeholders. Please send your comments to Amanda Patrick, Director of ESG/Corporate Sustainability, amanda.patrick@riteaid.com

Cautionary statement regarding forward looking statements

Statements in this report that are not historical are forward looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. Such statements include, but are not limited to, statements regarding Rite Aid's goals for and projections of future results; the expected execution and effect of our ESG strategies and initiatives and the amounts and timing of their expected impact; our ability to successfully implement our new business strategy (including any delays as a result of COVID-19); and any assumptions underlying any of the foregoing. Words such as "anticipate," "believe," "continue," "could," "estimate," "expect," "intend," "may," "plan," "predict," "project," "should," and "will" and variations of such words and similar expressions are intended to identify such forward looking statements.

These forward-looking statements are not guarantees of future performance and involve risks, assumptions and uncertainties, known or unknown. For a description of risk factors as they relate to forward looking statements, you are encouraged to read Item 1A (Risk Factors) of our most recent Annual Report on Form 10-K and in other documents that we file or furnish with the Securities and Exchange Commission. Should one or more of these risks or uncertainties materialize, or should underlying assumptions prove incorrect, actual results may vary materially from those indicated or anticipated by such forward looking statements. Accordingly, you are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date they are made. Rite Aid expressly disclaims any current intention to update publicly any forward-looking statement after the distribution of this report, whether as a result of new information, future events, changes in assumptions or otherwise.



Appendix

SASB index

SASB: Drug Retailers Standard					
Topic	Accounting metric(s)	Category	Unit of measure	Code	FY23 metric
Energy management in retail	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	Quantitative	Gigajoules (GJ) Percentage (%)	HC-DR-130a.1	(1) 2,187,058 GJ (2) 93.2% (3) 6.8%
Data security & privacy	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	Discussion and analysis	n/a	HC-DR-230a.1	See pages 23 - 24 for full discussion on data security and privacy
	(1) Number of data breaches (2) Percentage involving (a) PII only and (b) PHI (3) Number of customers affected in each category, (a) PII only and (b) PHI	Quantitative	Number Percentage (%)	HC-DR-230a.2	(1) 0 significant data breaches (2) n/a (3) n/a
Drug supply chain integrity	Description of efforts to reduce the occurrence of compromised drugs within the supply chain	Discussion and analysis	n/a	HC-DR-250a.1	See page 22 for full discussion on drug supply chain integrity
Patient health outcomes	Description of policies and practices to prevent prescription dispensing errors	Discussion and analysis	n/a	HC-DR-260b.2	See page 38 for full discussion on policies and practices to prevent dispensing errors
Drug retailer activity metrics	Number of pharmacy locations	Quantitative	Number	HC-DR-000.A	2,324 (as of 12/31/22)
	Total area of retail space	Quantitative	Square meters	HC-DR-000.B	2,410,837 square meters
	Number of pharmacists	Quantitative	Number	HC-DR-000.D	6,300

Appendix

SASB: Food Retailers & Distributors Standard

Topic	Accounting metric(s)	Category	Unit of measure	Code	FY23 metric
Fleet fuel management (outbound distribution fleet)	(1) Fleet fuel consumed (2) Percentage renewable	Quantitative	Gigajoules (GJ) Percentage (%)	CN0401-05	(1) 331,458GJ ⁸ (2) 0
Fleet fuel management (field associate fleet)	(1) Fleet fuel consumed (2) Percentage renewable	Quantitative	Gigajoules (GJ) Percentage (%)	CN0401-05	(1) 49,519 GJ (2) 0%
Product health and nutrition	Description of the process to identify and manage products and ingredients of concern and emerging dietary preferences	Discussion and analysis	n/a	CN0401-12	See pages 17 - 18 for details
Management of environmental and social impacts in the supply chain	Discussion of strategy to manage environmental and social risks within the supply chain	Discussion and analysis	n/a	CN0401-20	See pages 10, 12, 14 - 16 for details
	Description of strategies to reduce the environmental impact of packaging	Discussion and analysis	n/a	CN0401-23	See page 12 for details
Fair labor practices	Percentage of in-store employees earning minimum wage	Quantitative	Percentage (%)	CN0401-16	100%
	Percentage of active workforce covered under collective bargaining agreements	Quantitative	Percentage (%)	CN0401-17	(1) 46% in store associates (2) 38% distribution center associates
	Number and total duration of work stoppages	Quantitative	Number days	CN0401-18	0

⁸Different GJ conversion rate for FY23 data

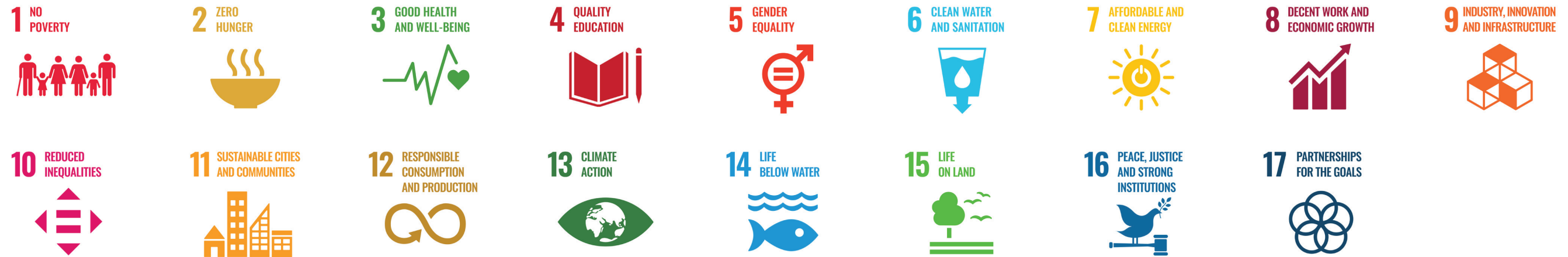


Appendix

SASB: Multiline Specialty Standard

Topic	Accounting metric(s)	Category	Unit of measure	Code	FY23 metric
Fair labor practices	Employee turnover rate for in-store employees (1) Voluntary and (2) Involuntary	Quantitative	Rate	CN0403-07	(1) 47% voluntary (2) 9% involuntary
Workforce Diversity and Inclusion	Percentage of gender and minority group representation for (1) Management and (2) All other employees	Quantitative	Percentage (%)	CN0403-04	(1) 63% female management (2) 37% male management
					(1) 70% all other female employees (2) 30% all other male employees
					Management ethnicity (1) 63% White (2) 11% Black (3) 6% Asian (4) 15% Hispanic (5) 5% Other
					All other employees' ethnicity (1) 52% White (2) 13% Black (3) 15% Asian (4) 14% Hispanic (5) 5% Other
Product sourcing, packaging and marketing	Description of processes to assess and manage risks and/or hazards associated with chemicals in products	Discussion and analysis	n/a	CN0403-10	See page 18 for details

Appendix



We've identified alignment in support of eight of the 17 United Nations Sustainable Development Goals (SDGs). The UN SDGs are comprised of 17 goals designed to facilitate significant global development by 2030. The goals serve as a framework to guide companies, governments, and NGOs on how to contribute to a more just, healthier and sustainable future.

UN Sustainable Development Goal	Rite Aid topic(s)	Page(s)
Goal 2: Zero Hunger	Food donation	11
Goal 3: Good Health and Wellbeing	Patient health outcomes	31 - 45
Goal 5: Gender Equality	Diversity, equity and inclusion	27
Goal 7: Affordable and Clean Energy	Energy management	9
Goal 8: Decent Work and Economic Growth	Ethical sourcing	14 - 16
Goal 10: Reduce Inequalities	Diversity, equity and inclusion	27
Goal 12: Responsible Consumption and Production	Responsible sourcing	13 - 24
Goal 16: Peace, Justice and Strong Institutions	Labor practices	25 - 30



Thank you

