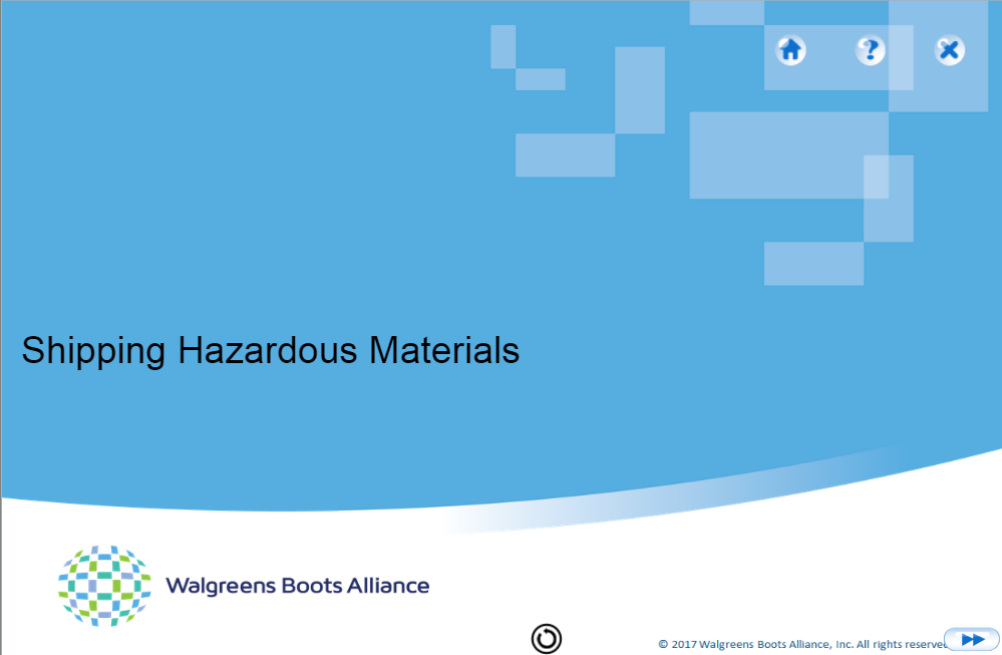
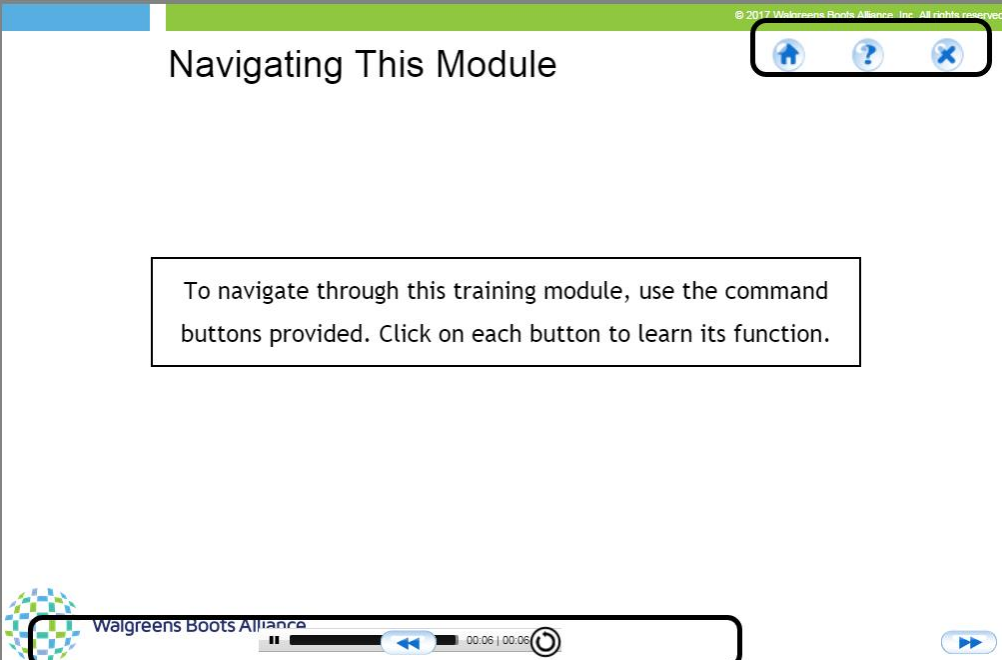


Walgreens HazMat Training Story Board

 <p>The title screen features a blue background with a white wavy line at the bottom. The title 'Shipping Hazardous Materials' is in white. The Walgreens Boots Alliance logo is in the bottom left. In the top right, there are three icons: a home icon, a question mark icon, and a close icon. At the bottom center, there is a copyright notice: '© 2017 Walgreens Boots Alliance, Inc. All rights reserved.' followed by a play button icon.</p> <h1>Shipping Hazardous Materials</h1> <p>Walgreens Boots Alliance</p> <p>© 2017 Walgreens Boots Alliance, Inc. All rights reserved.</p>	<p>Welcome to the Walgreens training course on Shipping Hazardous Materials.</p> <p>You were selected to take this training because you will be working on tasks related to completing hazmat shipments with outside carriers. Please note that not all employees will receive this training as the tasks described in this course are a bit different than our normal store procedures.</p> <p>The information you will receive in this training is critical to ensuring the proper handling and shipping of hazardous items, please take your time to go through this training course and make sure you understand each area. Pay close attention, because there's a test you're required to pass at the end of the course.</p>
 <p>The navigation screen has a green header bar with the text '© 2017 Walgreens Boots Alliance, Inc. All rights reserved.' on the right. The title 'Navigating This Module' is in the top left. In the top right, there are three icons: a home icon, a question mark icon, and a close icon, which are highlighted with a black box. A text box in the center contains the instruction: 'To navigate through this training module, use the command buttons provided. Click on each button to learn its function.' At the bottom left is the Walgreens Boots Alliance logo. At the bottom center is a progress bar with a play button icon and the text '00:06 00:06'. At the bottom right is a play button icon.</p> <h2>Navigating This Module</h2> <p>To navigate through this training module, use the command buttons provided. Click on each button to learn its function.</p> <p>Walgreens Boots Alliance</p> <p>00:06 00:06</p>	

Learning Objectives

- ✓ Learn hazardous materials shipping rules applicable to Walgreens
- ✓ Recognize the dangers of hazardous materials
- ✓ Be able to properly package and offer ground shipments of:
 - HazMat in Limited Quantities
 - Small Lithium Cells and Batteries
 - Lighters



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Animate check marks in sync with voiceover

During this course, you will learn about hazardous materials shipping regulations that Walgreens must follow for hazmat shipments.

At the end of the course, you will know the dangers associated with shipping and handling certain hazardous materials and be able to properly prepare packages containing hazmat in limited quantities, lithium batteries, and lighters.

What Are Hazardous Materials?

Class 1: Explosives

Class 2: Gases

Class 3: Flammable Liquids

Class 4: Flammable Solids
Spontaneously Combustible
Dangerous When Wet

Class 5: Oxidizers
Organic Peroxides

Class 6: Poisonous Material
Infectious Substances

Class 7: Radioactive Material

Class 8: Corrosive Material

Class 9: Miscellaneous Material



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When clicking each box to the left, the applicable item(s) will appear. For some (e.g. Radioactive Materials), no items will appear because Walgreens does not have those hazard classes in inventory. Underneath the specific item will be text displaying the “common” name as well as UN Number and Proper Shipping Name. When nothing has been clicked, no pictures will be present. When clicked, the item(s) will appear larger and centered.

So, what are Hazardous Materials?

By definition, hazardous materials are articles or substances that pose a risk to health, safety, or property when in transportation. Hazardous materials are subject to rules and regulations when shipped.

Although you may be thinking of industrial chemicals or toxic waste, some everyday products in our stores are also considered hazardous materials under the government regulations.

Please click on each hazard class box to the left to see examples of common hazardous items that are regulated in transportation.

HazMat Regulations

What you need to know:

- The U.S. Department of Transportation sets rules governing the transportation of hazardous materials
- **Every** Walgreens store contains multiple items that are considered "hazardous materials" according to the regulations
- It is the shipper's responsibility (you) to comply with all applicable hazmat transport rules



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Animate bullets to correspond with voiceover

The rules for shipping hazardous materials within the United States are created and enforced by the US Department of Transportation. These rules mandate how hazardous materials must be packaged, marked, labeled, and documented for transport.

Please note that every Walgreens store contains items subject to these regulations.

When hazmat shipments are prepared by Walgreens employees, remember that it's our responsibility to meet all shipping requirements.

If we don't, any concerns or issues will be traced back to the store where the shipment originated, so please ensure all shipments meet the requirements included in this training. By following the information provided in this training, you will ensure proper procedures are completed and that Walgreens will be able to reduce any potential regulatory/citations fines.

Violations and Enforcement

Violations of DOT regulatory requirements may result in:



Financial Penalties



Rejected Shipments



Public Record

Animate images on voiceover

What are the consequences for violating government hazmat transportation requirements?

To start, violations of these rules often result in large fines against the company. The most severe fines and penalties are assessed to shippers that intentionally disregard Federal hazmat regulations.

If a regulatory agency were to cite or fine Walgreens for violating regulatory requirements, in addition to risk to the company there would also potentially be a public record of the enforcement case. As a result, this could create brand damage to the company.

Also, even if the government doesn't charge a fine, the shipping companies we use could reject our shipment and future shipments if they spot errors, causing delays in our supply chain.

Therefore, our company places a high priority on complying with these regulations. Team members who do not follow correct procedures for hazmat shipping as outlined in this training, as well as any additional communications, will be subject to progressive disciplinary actions.



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Safety Awareness

It's all in the name: Hazardous Materials are HAZARDOUS

Signs of Concern for Retail HazMat

- Broken or damaged bottles
- Leaking container
- Aerosols with no cap



Signs of Concern for Lithium Batteries

- Battery is swollen or an irregular shape
- Battery is hot to the touch
- Battery is venting fumes



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Animate Retail Hazmat area and Lithium Battery area in sync with voiceover

Because you work around hazardous materials on a regular basis, it is vital to remember that these products are considered hazardous for a reason. While many of the hazardous products in a retail setting pose minimal risks, they can still be harmful to your health if you don't handle these items properly.

When packaging or handling hazardous retail items, be sure to check the item for any signs of leakage, damage, or missing pieces of the container. If you do encounter products that are leaking or damaged, don't package or prepare these items for shipment; they must be handled through the 1506 (*pronounced "fifteen-oh-six"*) store claim process for store credit and proper disposition.

Lithium batteries pose their own set of hazards. When packaging lithium batteries, be sure to look for any signs that the battery is damaged. These signs include significant dents to the battery casing, the battery being hot to the touch, and the battery having a swollen or irregular shape. If encountering damaged batteries, do **not** package them along with other items; handle these through the 1506 (*pronounced "fifteen-oh-six"*) store claim process for proper disposition of the unsaleable items.

Although rare, in some cases lithium batteries can overheat and self-ignite. If this occurs, do not try to handle, pack, or ship the battery or item containing the battery. Instead, remove any nearby combustible materials and then clear away from the battery and any fumes that may be emitted the reaction. Please follow normal emergency response procedures as needed.

When working at a facility – including our retail stores – that have HazMat on-site, it is very important that the facility always remain secure. In the wrong hands, hazardous materials can be used to harm others.

If you do see suspicious activity at your store, please report directly to your Store or District Manager.

Security Awareness

Hazardous Materials must be kept secure!

Best Practices:

- Lock facility when unattended
- Restrict access HazMat to known personnel
- Report suspicious activity to Store or District Manager

**IF YOU SEE
SOMETHING,
SAY
SOMETHING.
REPORT
SUSPICIOUS ACTIVITY**




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Store HazMat Shipping Rules

Limited Quantities



Small Lithium Batteries



**LITHIUM BATTERIES -
FORBIDDEN FOR TRANSPORT
ABOARD PASSENGER AIRCRAFT**

Lighters

LIGHTERS
Qty: X
LAA *****

All HazMat must be shipped via GROUND only - No Air Shipments

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Animate left to right

We will now proceed to the Function Specific portion of the training. This part of the training will tell you what you need to know to do your job the right way. The three main hazmat shipments that will be made from our stores are limited quantities, small lithium batteries, and lighters.

Each of these types of shipments will be covered in more detail.

Remember: all hazmat shipments must be shipped by highway or rail carriers – never by air carriers. The rules for air shipping are much stricter, so following the ground rules shown in this training will result in violations if you try to ship these packages by air.


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Product Identification

Which items in the store are HazMat?

- Store inventory checked against HazMat data
- Each store will get itemized list with hazard codes
- Teams to use list to prepare shipment

Follow Store HazMat Procedure



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Our retail stores contain thousands of products and only a small group of those products are considered HazMat. So, how will you know which products are considered HazMat and which type of shipment they are assigned to?

To assist employees at the store level, a list of retail items with their corresponding hazard codes – limited quantity, lithium batteries, or lighters – will be provided. Using this list, teams can select each hazardous product to prepare for shipment under the rules covered in this training.

Reference store procedures and your job aid for more details about how to identify, package, and ship hazardous materials from the store.

Packaging Supplies

Where do I get the labels & packaging supplies?

Special kits containing:

- Limited Quantity label
- Packaging supplies
- Lithium Battery label (if not in store)
- Lighters mark



You may also be wondering where you will get the necessary supplies to make these different hazmat shipments.

To assist our stores, we will send kits containing the packaging materials, marks, and labels needed to complete hazmat shipments. These kits, in addition to plastic tote bins on-site, should include all materials needed, including limited quantity labels, packaging supplies, lighters markings, and lithium battery labels – if they are not already available at the store.

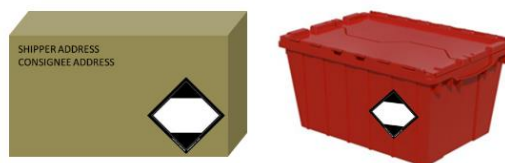
HazMat in Limited Quantities

Packaging:

- Check that product is in good condition (no leaks)
- Place product(s) into the package in an upright position
- Package materials securely and fill void spaces with cushioning materials
- Securely close the box or plastic tote
- The total weight of the package must not exceed 66 pounds (lbs.)

Marking:

- Package must display the LTD QTY mark on at least one side



Animate Packaging and Marking Sections

We'll start with hazardous materials in limited quantities.

When packaging items flagged as limited quantities, be sure to check that the product is in good condition. Next, place the products into the package in an upright position. When you are finished placing material into the package, fill any empty space inside the package with cushioning materials to prevent products from moving around in the package during transport. Finally, double check that the package is securely closed and that it weighs 66 pounds or less.

Large image of LTD QTY Mark will pop up at this point

Place the Limited Quantity label, shown here with black portions on top and bottom with a white center, on one side of the package or tote that contains items flagged as limited quantities. A single label must be put on a single side – it cannot go over the edges of the package.

For limited quantities, that's all there is to it. Once you package the products and apply the limited quantity mark to the package as shown here, your shipment is ready to go.

Lithium Battery Basics

Lithium **Metal**: Non-rechargeable

Lithium **Ion**: Rechargeable



Standalone



Packed With Equipment



Contained In Equipment



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Animate Chemistry and Configurations

Lithium batteries, found in many consumer electronics, are regulated in transportation as hazmat. They are divided into two categories.

Lithium metal batteries are non-rechargeable batteries, like the lithium double-A batteries sold in our stores. Lithium ion batteries, on the other hand, are rechargeable, and are found in cell phones, laptops, toys, and other portable electronic devices.

When shipping lithium batteries, it's important to know the "shipping configuration" which is either "standalone," "packed with equipment," or "contained in equipment."

As shown here, standalone batteries are batteries packed by themselves. Lithium batteries packed with equipment describes scenarios in which spare batteries are included in the same package as the equipment they operate. Finally, the most common configuration is lithium batteries contained in equipment, which is when the battery is shipped installed into the piece of equipment it operates.

With this battery information in hand, we can take a look at how to ship lithium batteries by ground.

Lithium Batteries

Packaging:

- Batteries *not* contained in equipment must be enclosed in inner packaging
- Package batteries and equipment securely and fill void spaces with cushioning
- Securely close the box or plastic tote
- The total weight of the box or tote must not exceed 66 pounds (lbs.)

Marking:

- Package must display the lithium battery label on at least one side



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Animate Packaging and Marking Sections

When packaging lithium batteries or products that contain lithium batteries, you must follow these steps:

First, lithium batteries that are not installed in equipment must be fully enclosed within an inner packaging to prevent short circuit. This inner packaging can be a plastic bag or the retail package the batteries come in.

Next, for all configurations, place the batteries and any equipment securely within the package to prevent movement during transport. Any empty space in the package should be filled with cushioning material. Finally, securely close the package and double check to make sure it weighs 66 pounds or less.


Once packaged, the lithium battery mark must be placed on one side of the package. As before, it is not acceptable to place a label over the edge of the package.

We'll go into more detail on the lithium battery mark on the following slide.

Lithium Battery Mark

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CAUTION!



A. ☒ LITHIUM ION BATTERY
B. ☐ LITHIUM METAL BATTERY
C. ☐ LITHIUM ION & LITHIUM METAL BATTERY

DO NOT LOAD OR TRANSPORT
PACKAGE IF DAMAGED

For more information, call 1-800-451-8346

WIC 04023

**LITHIUM BATTERIES -
FORBIDDEN FOR TRANSPORT
ABOARD PASSENGER AIRCRAFT**



Packages containing lithium batteries must display the lithium battery label shown here.

Once the products are placed into the package, you must fill in the box that describes the type of lithium battery shipment you are making. For example, if the package contains lithium ion batteries, please fill in the "Lithium Ion Battery" box as shown here.

Animate the X in the lithium ion battery box

When applying this label to a box or tote, make sure that it is not covered up by other labels or pieces of tape.

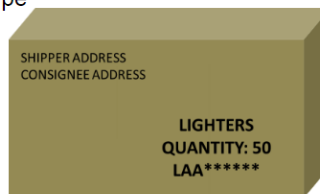
Lighters

Packaging:

- Lighters must be packaged in inner packages (retail packs)
- Packaged to prevent movement and inadvertent ignition
- Securely close the fiberboard box

Marking:

- Package marked with "LIGHTERS" on two opposite sides
- The quantity of lighters must be marked
- Package marked with the LAA Number for each lighter type
- All marks must be at least 20 mm in height



Animate Packaging and Marking Sections

The last type of hazmat shipment is lighters. Lighters are not counted as Limited Quantities by government regulations - they have their own set of rules.

First, unlike other shipments, plastic totes will not be used for lighters. Instead, lighters will be packaged by themselves with no other hazardous materials in a cardboard box. When packaging lighters into the box, the lighters must be enclosed in inner packages – this could be the retail package they are sold in or a different plastic containment unit, such as a zip seal bag.

Next, the inner packagings must be placed securely into a cardboard box, similar to the one shown here. Finally, make sure the box is securely closed.

The marking requirements for packages containing lighters are also different than the other shipment types previously discussed. First, each package must be marked with the word "lighters" on two opposite sides. The quantity of lighters in the package must be indicated as well. Finally, the LAA number – which is an approval number issued by the DOT – must be marked on the package for each lighter type. The LAA number for each lighter type will be included on the itemized list reference earlier.



Summary

Before you begin preparing shipments, remember:

- ✓ Employee safety is the top priority for Walgreens, so please take care when shipping and handling hazardous materials.
- ✓ To avoid fines and penalties associated with violations of DOT shipping rules, be sure to follow the procedures described in this training course
- ✓ Remember that there are different packaging and labeling requirements for shipments of limited quantities, lithium batteries, and lighters



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Animate check marks in sync with voiceover

Before we begin the exam, we'd like to remind you that your safety is our top priority – so please take care when shipping and handling hazardous materials.

Further, Walgreens is committed to following all government regulations on the transportation of hazmat and we are counting on you to follow the procedures described throughout this training course.

Finally, keep in mind that there are different packaging, marking, and labeling rules depending on the type of hazmat shipment you are completing. Be careful when preparing shipments to double check that all requirements are being met.

Thank you for participating in the Walgreens hazardous materials shipping training course.

New Lithium Battery Requirements

What to know:

As of January 1st, 2019, lithium battery hazmat sticker format has changed, and you will begin receiving new labels in your supply shipping kit. Do NOT use the Old Label, it is not compliant with current regulations. Below is a view of the old label vs the new label(s). Please use the “Peel Off” UN# Label first, if you need more Lithium labels you may use the “Write On” label, instructions for both follow:

Old Label

DO NOT USE!



New “Peel Off” Label

(Use these labels first)



OR

New “Write-On” Label

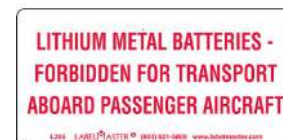
(Use these if you run out of “Peel Off” Label)



Plus...



Plus...



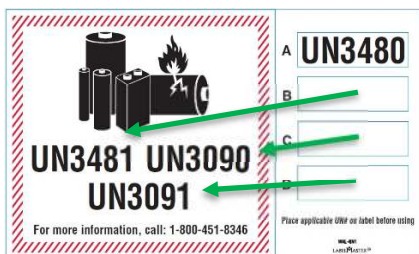
As you can see from viewing the new label, the team member responsible for packaging and labeling hazmat items for transport will now be required to “Peel Off” the appropriate UN# label and apply to the blank portion of the label as shown. Only in the case of running out of the “Peel Off Labels, you may then use the “Write-On” Labels. The team member will then hand write the applicable UN Number and phone number (1-800-451-8346) for lithium hazmat product. Regardless of which label is used, the

team member must always place a separate “LITHIUM METAL BATTERIES – FORBIDDEN FOR TRANSPORT ABOARD PASSENGER AIRCRAFT” label for each box or tote containing lithium hazmat items.

Process Update:

Following the normal hazmat labelling process, the team member responsible for packaging and labelling hazmat items should designate a box that will only contain lithium battery items. All lithium battery items should be placed in this designated box only. Once the box is full, seal the box per normal procedures, and apply the new label. The team member will then need to either “Peel Off” the UN# stickers and apply to the open white area of the label or in the case of running out of the “Peel Off” Label, hand write the following information on the label:

UN Number “Peel Off” sticker to apply



UN Numbers to write on label:

UN3481
UN3090
UN3091
Phone # to write on label: 1-800-451-8346

Example label(s):

“Peel Off” Label Example

Only Apply UN# stickers of Lithium Items in tote



Plus...



Handwritten UN# and Phone number Example

Only Write the UN# of Lithium items in tote



Plus...



Important Note:

When placing lithium batteries or electronic devices containing lithium batteries into a package or tote:

- ✓ Batteries/devices should be in retail packages
- ✓ No loose batteries or unpackaged devices may be placed in the package
- ✓ Items in the tote must be packaged to prevent contents from shifting
- ✓ Use filler material (e.g. bubble wrap) if necessary to secure package contents
- ✓ Securely close the package or tote

Once the label has been completed in full, the box has been sealed, and the package is ready for transport, please move to the appropriate staging area for shipment.

Example of properly labeled box:



OR



**Do not package any damaged or leaking products.
Those must be handled through your store's claims process.**