2019 Corporate Social Responsibility Report Appendix

**CVS Health**

Transform
Health

CSR Material Topics

In 2019, we conducted a comprehensive materiality assessment, in accordance with the Global Reporting Initiative (GRI) Standards, to reflect our growing business, strategy and stakeholder expectations. The assessment

evaluated the 23 topics from our materiality assessment in 2017. Additionally, it reflected our Aetna integration activities through internal and external stakeholder feedback, competitive benchmarking, an industry landscape and assessment

of emerging issues. Ultimately, the 2019 materiality assessment drove the development of our Transform Health 2030 strategy and its pillars: *Healthy People, Healthy Community, Healthy Business* and *Healthy Planet.*

● **Healthy People**

■ **Healthy Business**

✦ **Healthy Community**

⬡ **Healthy Planet**
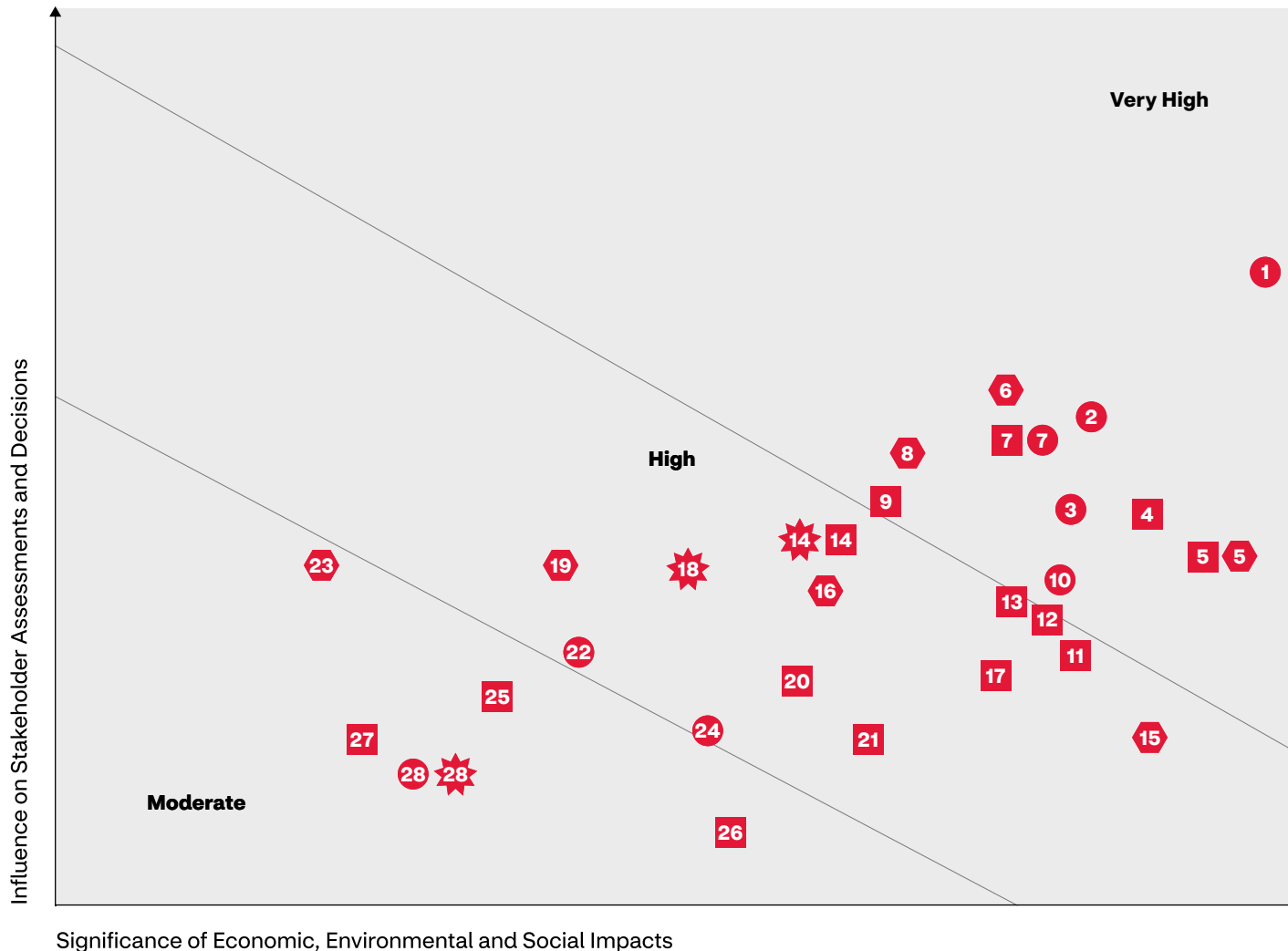
Very High
1. Access to quality health care
2. Pricing of drugs and services
3. Patient and customer safety
4. Data protection and privacy
5. Supply chain responsibility
6. Product quality and ingredients
7. Employee health and safety
8. Climate action
9. Diversity, equity and inclusion
10. Prescription drug misuse

High
11. Public policy
12. Wages and benefits
13. Human rights
14. Community investments
15. Sustainable operations
16. Packaging
17. Ethics and compliance
18. Smoking cessation
19. Waste
20. Governance

Moderate
21. Workforce development
22. Medication adherence
23. Water
24. Chronic disease prevention and management
25. Transparency
26. Risk management
27. Responsible marketing and advertising
28. Social determinants of health

Influence on Stakeholder Assessments and Decisions (vertical axis)

Significance of Economic, Environmental and Social Impacts (horizontal axis)

Methodology and Findings

Step One – Identification:
Through external research, competitive benchmarking and a thorough review of internal documents, we identified 90 material topics of importance to stakeholders and which CVS Health® has an impact on.

Step Two – Engagement:
We conducted a series of interviews with relevant and credible external stakeholder groups for feedback on existing material topics and CVS Health's CSR strategy. We also reviewed investor feedback to capture their point of view on the expected level of action and transparency related to specific topics.

Step Three – Issue Prioritization:
Using the information gathered in Steps One and Two, we developed a customized and weighted formula to generate and refine a materiality matrix, prioritizing material topics along an "X" and "Y" axis. This formula enabled us to narrow our initial list of 90 material topics down to the 28 topics that are pictured in the materiality matrix. The prioritized list reflects topics where CVS Health has significant impact, or which influence the decisions of stakeholders.

Step Four – Review and Finalization:
Following the prioritization and plotting of the material issues in a matrix, a working session with the CVS Health CSR team provided an opportunity to review, adjust and finalize the material topics. In this step, we also consolidated some of the terms and pillar areas to position topics in a way that makes sense for our business and stakeholders.

Material Topics Defined

Material Topic	Pillar	Core Components	Definition

Access to Quality Health Care	Healthy People	• $100 million commitment to *Building Healthier Communities*
		  - Pharmacy footprint, services and care
		  - MinuteClinic®
		  - HealthHUB®
		• Project Health
		• Supporting underserved populations: women, minorities, disabled, veterans and people with low incomes
		• Philanthropic initiatives (National Association of Free and Charitable Clinics & National Association of Community Health Centers)
			Access to high-quality care is essential to helping people on their path to better health. As we aim to be the front door to health care, we work every day to simplify a complex system and help people get better, more affordable care in their own neighborhoods. Through our extensive footprint of nearly 10,000 retail locations and our *Building Healthier Communities* initiative, we are providing patients with more touchpoints to care and helping them better manage their conditions.

Pricing of Drugs and Services	Healthy People	• Expanding visibility into drug costs • Transparency • Digital tools • Medication assistance programs • Role as a PBM • Formulary • Public policy	We recognize the high cost of drugs and services can be a critical barrier for patients in our health care system. That's why we're committed to providing affordable health care by expanding visibility into drug costs, providing transparent information about the cost of community-based health services, and utilizing digital tools and analytics to help ensure that patients can manage their conditions efficiently and at a lower cost.
Patient and Customer Safety	Healthy People	• Pharmacy safety and quality assurance • Preventing prescription drug misuse • Transparency/labeling • Chemical management • Governance • HIPAA/IS programs	The health and well-being of our patients is our number one priority. We are committed to providing our customers with the safe, efficacious products they need and taking steps to enhance the quality and safety of our dispensed medications for our patients.

Material Topic	Pillar	Core Components	Definition
Supply Chain Responsibility	Healthy Business Healthy Planet	• Pharmacy footprint • Climate action • Engaging internal and external stakeholders • Sustainable operations • Sustainable products and packaging • CSR strategy • Supplier diversity • Sustainable sourcing	We are committed to building healthier communities, which applies not only to our own operations but to our supply chain. Supplier responsibility extends to ensuring that all products and manufacturing efforts meet CVS Health's Supplier Code of Conduct as it pertains to the following: human rights, wages and working hours, environmental health and safety, sustainable packaging, chemical usage, energy and water efficiency, sustainable agriculture (when appropriate), waste reduction and management, carbon footprint and ethical production.
Data Protection & Privacy	Healthy Business	• Privacy policy • Patient safety, protection and privacy • Customer safety, protection and privacy • Employee safety, protection and privacy • Clients	Our patients, customers and colleagues trust us to keep their personal and health information safe, and protecting this information is of the utmost importance. CVS Health's Privacy and Information Security team are dedicated to identifying and mitigating risk to the sophisticated systems that protect personal data, which can include medical, financial or other confidential information. This system is reviewed and tested by third-party validators to check that the system is secure and protected.
Product Quality & Ingredients	Healthy Planet	• Chemical management • Patient safety • Customer safety • Climate action • Engaging internal and external stakeholders • Sustainable products and packaging • Expanding product offerings	As a health care innovation company helping people on their path to better health, it's our goal to provide high quality products that are safe for our customers, communities and planet. Our store brand products have always been subject to stringent standards of safety, quality and environmental responsibility. We regularly engage industry experts and key advocacy groups to address chemicals of concern and increase product safety and transparency. Additionally, we are committed to designing products that minimize environmental impacts throughout the life cycle and are safe for their intended and likely uses.

Material Topic	Pillar	Core Components	Definition
Employee Health & Safety	Healthy People Healthy Business	• Employee health benefits • New hire safety program • Employee safety initiatives • Colleague safety program • *Stamp Out Stigma*	Our colleagues are the backbone of our organization and it is our goal to make sure that they and their families have the tools they need to stay on their path to better health. We offer our colleagues comprehensive benefits to promote their physical, emotional and mental health.
Climate Action	Healthy Planet	• Engaging internal and external stakeholders • Sustainable operations • Sustainable products and packaging • CSR strategy • Retail sustainability	We believe the health of our planet is inextricably linked to the health of all people. Helping to ensure a healthy planet is imperative to delivering on our purpose of helping people on their path to better health. Climate change is affecting global health, and we believe we can play a meaningful role in helping to reverse its devastating effects. We are committed to doing our part, not only because it's our role as a leader in health care, but because doing so also makes us a more innovative organization, and inspires confidence from our investors, colleagues, partners and customers.
Diversity, Equity & Inclusion	Healthy Business	• Equal Employment Opportunity and Affirmative Action • Governance • Colleague Resource Groups • VA Partnership • Women's Leadership Alliance • Men Advocating Real Change (MARC) Leaders program • Spanish immersion internship program	To help build a better world, we need a workforce that is representative of the communities we serve. To achieve this, CVS Health fosters a diverse, equitable and inclusive workplace, accepting of all employees from entry level to executive leadership, who bring unique perspectives based upon their race, ethnicity, gender, age, education, ability/disability, sexual orientation, religious affiliation, veteran and disabled veteran status, experience and thought.
Prescription Drug Misuse	Healthy People	• Guidelines for prescribing opioids for chronic pain • Safe medication disposal & take-back • Naloxone discount • Pharmacists Teach • Internal education programs • Philanthropic support • Governance • Guardian Angel	Prescription drug misuse and abuse has become a public health issue. As the largest U.S. pharmacy retailer with nearly 10,000 touchpoints in communities across the country, CVS Health is positioned to play a role in helping to reduce prescription drug misuse at the patient level, through our prescribing practices and through preventative education.

Material Topic	Pillar	Core Components	Definition
Public Policy	Healthy Business	• Lobbying activity • Political donations • Trade association participation • Governance • Healthcare • Insurance • Retail	As a national pharmacy innovation company, CVS Health is in a position to help advance public policy and legislation to build healthier communities. In collaboration with federal and state policymakers, industry peers, the business community and nonprofit and civic collaborators, we focus on topics such as the important role of the PBM in controlling drug costs, advancing legislation to address prescription opioid misuse and sharing our perspective on drug pricing. We strive to ensure we are being transparent and accountable for our political disclosures and continue to rank in the highest tier in these categories by the CPA-Zicklin Index.
Wages & Benefits	Healthy Business	• Employee assistance program and counseling • Gympass • *Stamp Out Stigma* • Paid parental leave • HealthConnect mobile app • Total Rewards • Student loan support • 401(k) matching	As a health care innovation company, it's important to keep our colleagues healthy and on their path to better health. We recognize how vital our colleagues are to our success and strive to offer them comprehensive and competitive benefits and wages. We do this by investing in their health through employee health insurance premiums, health savings accounts and medical, prescription, dental and vision coverage.
Human Rights	Healthy Business	• Human rights policy • Responsible Business Alliance's Responsible Factory Initiative (RFI) • Human Rights Campaign Corporate Equality Index • Ethical Sourcing & Customs Trade Partnership Against Terrorism Program (CTPAT) • Supply chain responsibility	As part of living up to our values, CVS Health remains committed to a responsible supply chain with respect for human rights and the livelihoods of those we impact. We understand that human rights are fundamental rights and freedoms that all people are entitled to, without regard to race, color, religion, language, pregnancy, ancestry, age, gender, national origin, sexual orientation, gender identity, gender expression, mental or physical disability, genetic information, marital or veteran status. It's important that all colleagues recognize this commitment and regularly review and acknowledge the policy.

Material Topic	Pillar	Core Components	Definition
Community Investments	Healthy Community Healthy Business	• *Building Healthier Communities* • Increasing access to affordable quality care • Colleague engagement, volunteerism and giving • Nurses Board Service program • Pharmacists Teach • Employee relief fund • CVS Health Foundation • National Association of Free and Charitable Clinics • National Association of Community Health Centers • Project Health	We understand that improving patients' access to quality health care can help counter these public health challenges. That's why we're committed to supporting the communities we serve by providing easily accessible health resources, services and touch points to care as well as through the funding of the CVS Health and Aetna Foundations and our key philanthropic campaigns, *Be The First* and *Building Healthier Communities*.
Sustainable Operations	Healthy Planet	• Climate action • Green building • Energy efficiency • Reduced backhaul/hauling efficiency • Green fleets • Smart logistics • Water efficient landscaping • Water stewardship • Waste reduction • Recycling initiatives	With nearly 10,000 retail locations, 22 distribution centers, numerous field offices and a fleet of 2,500 delivery vehicles, we aim to drive efficiency across all aspects of our business — reducing our carbon footprint, energy usage, water consumption and waste. Reducing the consumption of resources, GHG emissions and impact on the natural environment while improving product/service value is core to our efforts in pursuing sustainable operations.
Packaging	Healthy Planet	• Biodegradable/bio-based packaging • Consumer views on packaging • Food waste • Packaging recyclability • Reuse of packaging • Receipt paper • Reusable bags • Vegetable and heavy metal-free inks • Synthetics plastics and chemical components • Marine life and plastics	Our commitment to a healthy planet extends into our stores and the homes of our consumers. From beauty and personal care products to food and beverage items, we're dedicated to taking a holistic approach to health. This includes offering products and packaging that consider environmental impacts and are free from unwanted ingredients. Our approach is to reduce and minimize the environmental impact of packaging by selling products that are packaged sustainably.

Material Topic	Pillar	Core Components	Definition
Ethics & Compliance	Healthy Business	• Supplier compliance program • Governance • Government and regulators • Ethics • Anti-bribery • Anti-corruption • Illegal behavior	We conduct business with integrity, transparency and accountability. This includes protecting the valuable information our stakeholders have entrusted to us, meeting or exceeding applicable regulatory compliance and voluntary standards and using our expertise to advocate for solutions to our country's most pressing health care challenges. Regulatory compliance and voluntary standards are met or exceeded as part of CVS Health's commitment to lead and inspire growth through using the assets, scale and expertise of our business to create economic opportunities and value for employees, customers, suppliers and investors.
Smoking Cessation	Healthy Community	• Removed tobacco from store shelves five years ago • *Be The First* • E-cigarettes and vaping among teens • Alliances • Agency pledge	Five years ago, we made the bold decision to eliminate tobacco products from all CVS Pharmacy stores nationwide, and we're still the only national pharmacy to do so. Not only did our decision lead to 100 million fewer packs of cigarettes being sold in the first year after their removal, but we also took our efforts beyond our stores, helping 228 colleges and universities become tobacco-free over the past five years and committing $50 million to deliver the first tobacco-free generation through our *Be The First* initiative.
Waste	Healthy Planet	• Waste reduction and diversion • Recycling • Food waste • Pharmaceutical waste • Effluents from waste • Manufacturing and office waste • Synthetic plastics and chemical components • Marine life and plastic • Reuse programs	We are committed to minimizing our waste and increasing opportunities for recycling to lessen environmental impacts, reduce costs and support regulatory standards. In 2018, we diverted 55 percent of our waste to recycling, with 86 percent of the solid waste generated at our distribution centers diverted for recycling.

Material Topic	Pillar	Core Components	Definition
Governance	Healthy Business	• Helping reshape public policy • Safeguarding information and protecting privacy • Promoting a strong culture of compliance • Investor relations, transparency and raters and rankings • Responsibly managing our supply chain • Board of Directors	CVS Health upholds robust corporate governance practices. We achieve our long-term financial and strategic objectives by conducting business transparently and with integrity. Our strong leadership team and Board of Directors are poised to guide our company forward. Under their leadership, we maintain high levels of performance in areas of great importance to our corporate reputation including compliance, privacy, information security, public policy and supply chain responsibility.
Workforce Development	Healthy Business	• MyCVS Journey Pathways to Health Care Careers • Workforce Innovation & Talent Centers • Registered apprenticeships • Attracting and equipping diverse talent • Heroes2Careers military hiring program • Talent Is Ageless mature worker hiring program • Abilities in Abundance hiring program • Colleague Resource Groups	As a health care innovation company, we know that the way we do business has far-reaching impacts on the health of millions of Americans and the economic mobility of thousands of communities across the country. Our workforce development programs and recruitment strategies utilize the exceptional talents available in our local communities to ensure CVS Health colleagues serve as the face of health care for generations to come.
Medication Adherence	Healthy People	• Combatting rising drug costs • CVS Caremark • CVS Specialty, online/digital tools, two-way messaging	For nearly 90 percent of people with chronic and complex diseases, prescription medication is the first and logical choice for medical intervention. Yet, up to 50 percent of people fail to take their medications, and as many as one third do not have their prescriptions filled in the first place. Medication non-adherence results in tens of thousands of lives lost and between $100 and $300 billion of avoidable health care costs annually. That is why CVS Health employs strategies to increase medication adherence and improve patient outcome such as innovative digital and online tools like two-way messaging that puts a nurse or pharmacist at patients' fingertips.

Material Topic	Pillar	Core Components	Definition
Water	Healthy People Healthy Planet	• Access to water and water services • Consumer water use • Water sourced for production • Water discharge/quality/pollution • Water use in agriculture • Water-related risks and management • Safe drinking water	Improving access to water, managing water use and extracting water sustainably across the value chain are key to sustainable water stewardship. Access to water is critical to the health of our communities, which is why we have committed to reducing water use and ensuring appropriate water management throughout the value chain, especially in water-stressed areas.
Chronic Disease Prevention & Management	Healthy People	• Preventative care and treatment • Transform Diabetes Care • *Transform Oncology Care*® • End Stage Renal Disease • Medication adherence • Coordinating care • Engaging patients • Healthier product options • Innovative collaborations	Nearly 133 million Americans are currently living with a chronic illness. As of 2020, half the population lives with at least one chronic illness, according to the National Health Council (NHC). To address the health impacts and escalating costs related to chronic disease in the U.S., we continue to invest in the development of smart and robust solutions. Our efforts include expanding preventive care and treatment for chronic conditions such as End-Stage Renal Disease (ESRD), improving medication adherence, coordinating care across the health care system, engaging patients where they are and offering healthier product options at our stores.
Transparency	Healthy Business	• Purview ingredient screening • Chemicals of concern • Restricted substances list • Palm oil sourcing • CVS Beauty Mark • Human rights audits	Transparency is woven into CVS Health's business operations, from public disclosures of enterprise goal tracking to increased transparency in product ingredients. This foundational belief in transparency drove us to create the CVS Beauty Mark, a watermark that signifies in-store and marketing imagery is authentic and has not been digitally altered.

Material Topic	Pillar	Core Components	Definition
Risk Management	Healthy Business	• Enterprise Response and Resiliency • 24/7 operations center • Safeguarding information • Protecting privacy • Supply chain • Human rights • Project Health • Governance • Board of Directors	Operating any business will incur risks, which is why CVS Health has a robust management process in place to identify and evaluate risks related to our governance, physical assets, supply chain, operations, patients and colleagues. CSR risks are reviewed by the Nominating and Corporate Governance Committee on an annual basis, focusing on topics like climate change — including science-based targets — opioid misuse and tobacco use among youth. Colleagues with direct oversight of areas within our four CSR pillars are responsible for driving performance and meeting established targets as part of their business plan. These internal partners are regularly engaged by the CSR team to provide progress updates and identify emerging risks and opportunities.
Responsible Marketing & Advertising	Healthy Business	• CVS Beauty Mark • Engaging with brand and suppliers	As one of the largest and most trusted beauty retailers in the country, we are passionate about beauty and the important role it plays in overall health. We know that taking time to feel good on the outside enhances overall well-being. We also believe we have an opportunity, and a responsibility, to think about the messages we send to our customers and how these messages impact customer health. That is why we made a commitment to not materially alter the beauty imagery we create for our stores, marketing materials, websites, apps or social media. To support this initiative, we introduced the CVS Beauty Mark, a watermark that appears on imagery that is authentic and has not been materially altered. We are also working with brand partners to ensure that any imagery they use that has been altered is visibly labeled as such.

Material Topic	Pillar	Core Components	Definition
Social Determinants of Health	Healthy People Healthy Community	• Social and environmental factors • Unite Us collaboration • Analytics tool to help employers • Impact investments: affordable housing and independent living skills services for at-risk populations	Approximately 60 percent of a person's life expectancy can be influenced by their everyday activities outside of the doctor's office or individual behaviors, as well as social and environmental factors. As the largest retail pharmacy in the U.S., we understand that we have an unprecedented opportunity to improve the health of individuals and communities across the country, which is why we are addressing social determinants of health and helping people improve their health outside the clinical setting.

Material Topics Boundaries

Healthy People	GRI Standard	Disclosure Number	Material Within the Organization	Material Outside the Organization
Access to Quality Health Care	Indirect Economic Impacts; Customer Health and Safety	203-2 416-1		X
Pricing of Drugs and Services	Economic Performance; Indirect Economic Impacts	201-1 203-2	X	X
Patient and Customer Safety	Customer Health and Safety; Marketing and Labeling	416-1 417-1		X
Employee Health and Safety	Occupational Health and Safety	403-2	X	
Prescription Drug Misuse	Customer Health and Safety; Marketing and Labeling	416-1 417-1		X
Medication Adherence	Customer Health and Safety; Marketing and Labeling	416-1 417-1		X
Chronic Disease Prevention and Management	Customer Health and Safety	416-1		X
Social Determinants of Health	Customer Health and Safety	416-1		X

Healthy Business	GRI Standard	Disclosure Number	Material Within the Organization	Material Outside the Organization
Supply Chain Management	Procurement Practices; Supplier Environmental Assessment; Child Labor; Human Rights Assessment; Supplier Social Assessment	204-1 308-1 408-1 412-3 414-1 414-2		X
Data Protection and Privacy	Customer Privacy	418-1		X
Employee Health and Safety	Occupational Health and Safety	403-2	X	
Diversity, Equity and Inclusion	Diversity and Equal Opportunity	405-1	X	
Public Policy	Public Policy	415-1	X	X
Wages and Benefits	Employment; Training and Education	401-2 404-2	X	
Human Rights	Child Labor; Human Rights Assessment; Supplier Social Assessment	408-1 412-1 412-3	X	X
Community Investments	Economic Performance; Indirect Economic Impacts	201-1 203-2		X

Healthy Business	GRI Standard	Disclosure Number	Material Within the Organization	Material Outside the Organization
Ethics and Compliance	Ethics and Integrity; Environmental Compliance; Socioeconomic Compliance	102-16 307-1	X	X
Governance	General Disclosure; Public Policy; Customer Privacy	102-18 415-1 418-1	X	X
Workforce Development	Employment; Training and Education	401-1 404-2	X	
Transparency	General Disclosures; Public Policy	102-18 102-21 415-1	X	
Risk Management	General Disclosures	102-15 102-29	X	X
Responsible Marketing and Advertising	Marketing and Labeling	417-1	X	

Healthy Community	GRI Standard	Disclosure Number	Material Within the Organization	Material Outside the Organization
Community Investments	Economic Performance; Indirect Economic Impacts	201-1 203-2		X
Smoking Cessation	Product Quality and Ingredient	416-1 417-1		X
Social Determinants of Health	Customer Health and Safety	416-1		X

Healthy Planet	GRI Standard	Disclosure Number	Material Within the Organization	Material Outside the Organization
Supply Chain Responsibility	Procurement Practices; Supplier Environmental Assessment; Child Labor; Human Rights Assessment; Supplier Social Assessment	204-1 308-1 408-1 412-3 414-1 414-2		X
Product Quality and Ingredients	Materials; Marketing and Labeling	301-2 417-1		X
Climate Action	Economic Performance; Energy; Emissions	201-2 302-1 305-1 305-2 305-4	X	X
Sustainable Operations	Energy; Water; Emissions; Effluents and Waste	302-1 303-1 305-1 305-2 305-4 305-5	X	X
Packaging	Materials; Marketing and Labeling	301-2 417-1		X
Waste	Effluents and Waste	306-2	X	
Water	Water	303-1	X	

Workforce Diversity Data
Employment by Type and Gender

Total Employee Count: 288,154 as of 12/31/2019

Employment + Type

	2019	2018	2017
Full-time	72%	65%	65%
Part-time	28%	35%	35%

Employment + Gender

	2019	2018	2017
Female	70%	69%	68%
Male	30%	31%	31%
Unspecified	0%	<1%	<1%

Workforce Diversity Data
Employment by Age and Ethnicity

Total Employee Count: 288,154 as of 12/31/2019

Employment + Age

2019

15%
Up to 24

69%
24 to 54

16%
55+

2018

17%
Up to 24

68%
24 to 54

15%
55+

2017

22%
Up to 29

64%
30 to 59

14%
55+
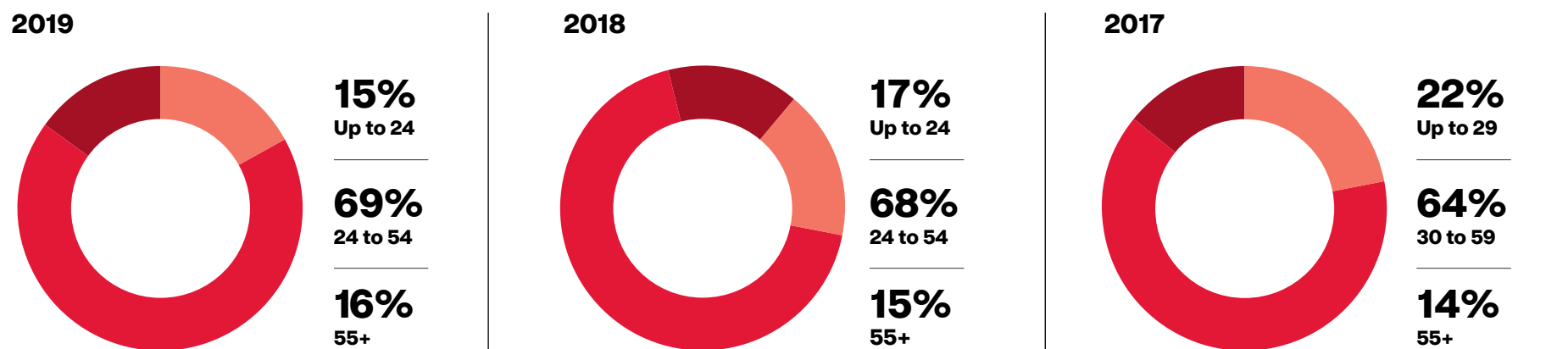
Employment + Ethnicity

	2019	2018	2017*
White	54%	53%	54%
Black/African American	16%	16%	16%
Hispanic/Latino	14%	14%	14%
Asian	11%	11%	11%
Other	4%	5%	5%
Not Specified	1%	1%	1%

*Total does not add up to 100 due to rounding

Workforce Diversity Data
Gender by Employment Level

Board of Directors + Gender
Total Board members (16 as of 12/31/2019)

	2019	2018*	2017
Female	25%	33%	33%
Male	75%	67%	67%

*Pre-Aetna Close

Vice President and Above + Gender
Total Employee Count, Vice President and Above: 448 as of 12/31/2019

	2019	2018	2017
Female	36%	34%	31%
Male	64%	66%	69%

Manager Level and Above + Gender
Total Employee Count, Manager Level and Above: 34,660 as of 12/31/2019

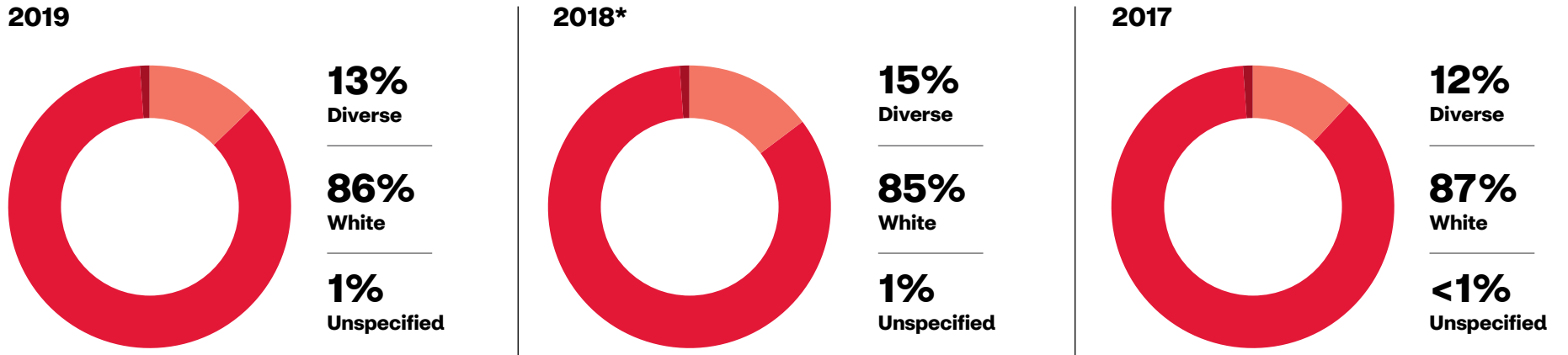|	2019	2018*	2017*
Female	52%	51%	49%
Male	48%	49%	51%
Unspecified	0%	<1%	<1%

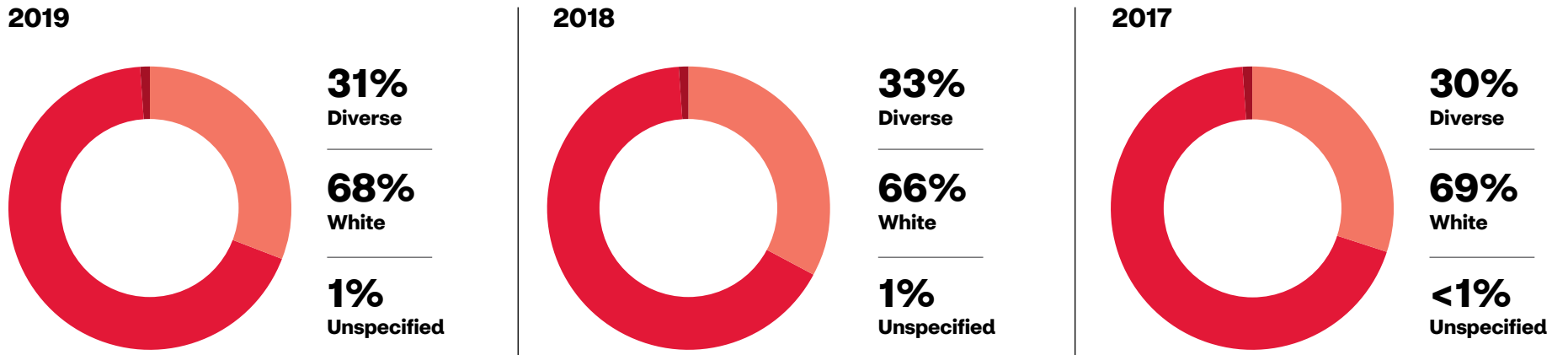*Total does not add up to 100 due to rounding

Workforce Diversity Data
Ethnicity by Employment Level

Vice President and Above + Ethnicity
Total Employee Count, Vice President and Above: 448 as of 12/31/2019

2019

13%
Diverse

86%
White

1%
Unspecified

2018*

15%
Diverse

85%
White

1%
Unspecified

2017

12%
Diverse

87%
White

<1%
Unspecified

Manager Level and Above + Ethnicity
Total Employee Count, Manager Level and Above: 34,660 as of 12/31/2019

2019

31%
Diverse

68%
White

1%
Unspecified

2018

33%
Diverse

66%
White

1%
Unspecified

2017

30%
Diverse

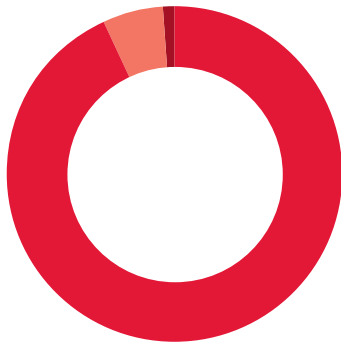69%
White

<1%
Unspecified

*Total does not add up to 100 due to rounding

Workforce Diversity Data
Gender and Ethnicity by Role in 2019
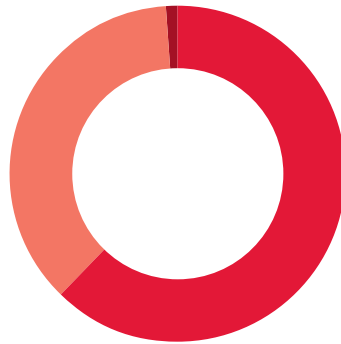
Nurses
+ Gender

94%
Female

6%
Male

>1%
Unspecified

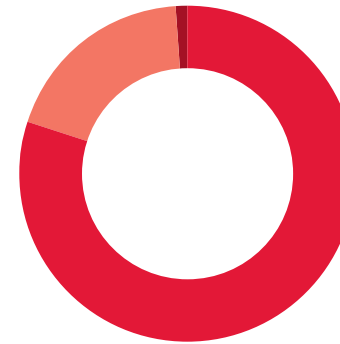## Pharmacists
+ Gender*

63%
Female

37%
Male

>1%
Unspecified

Pharmacy Technicians
+ Gender*

81%
Female

19%
Male

>1%
Unspecified
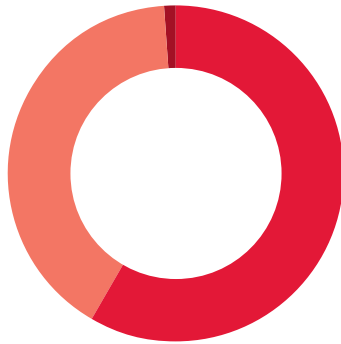
Nurses
+ Ethnicity

28%
Diverse

71%
White

>1%
Unspecified

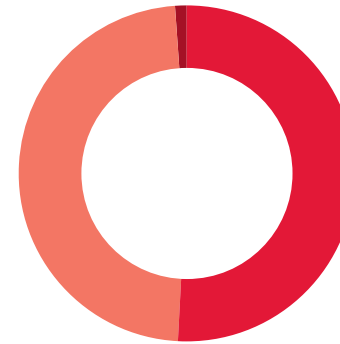## Pharmacists
+ Ethnicity*

41%
Diverse

59%
White

1%
Unspecified

Pharmacy Technicians
+ Ethnicity

48%
Diverse

51%
White

1%
Unspecified

*Total does not add up to 100 due to rounding

Workforce Diversity Data
Gender and Ethnicity by Role in 2019

Front Store + Gender*
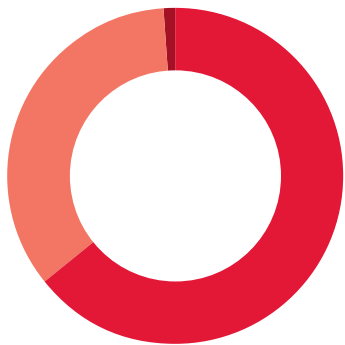
65%
Female

35%
Male

>1%
Unspecified

Distribution Center + Gender

43%
Female

56%
Male

>1%
Unspecified

Front Store + Ethnicity

50%
Diverse

49%
White

1%
Unspecified

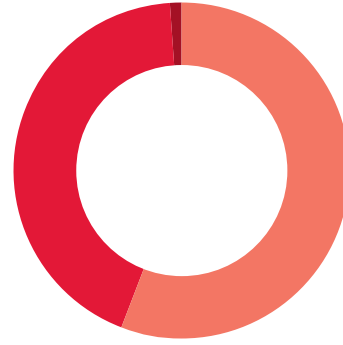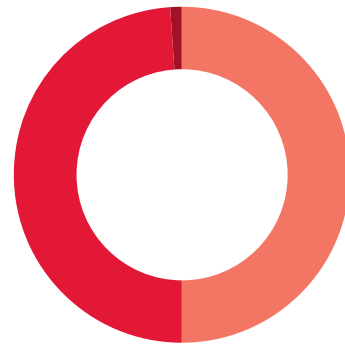## Distribution Center + Ethnicity

54%
Diverse

45%
White

1%
Unspecified

*Total does not add up to 100 due to rounding

Environmental Data
Total Energy Usage by Type 2017–2019

Year	Electricity (Million MWh)	Natural Gas (Million Therms)	Propane & Oil (Therms)	Fuel Consumption* (Million Gallons)
2017	2.7	12.2	409,707	11.0
2018	2.6	14.2	449,475	11.4
2019	2.6	14.6	479,467	11.7

Total Carbon Footprint and Carbon Intensity Measurement 2017–2019

Year	CO2 Equivalents (Metric Tonnes CO2e)	CO2 Equivalents (Intensity per Square Foot of Retail Space in Metric Tonnes)	Square Feet (of Retail Space in Millions)	Cumulative Progress Toward Carbon Intensity Reduction Goal**
2017	1,427,204	0.018	79.5	30%
2018	1,363,859	0.0170	80.4	34%
2019	1,335,216	0.0166	80.6	35%

*Data for 2017 includes all CVS Health distribution centers, stores and administrative locations, landlord-paid facilities, CVS Caremark, Omnicare, Coram and Navarro locations. CVS Pharmacy locations in Target stores are not under the operational control of CVS Health and therefore are excluded from the organizational boundary and GHG inventory. Vehicle fuel consumption for 2018 includes: air fleet, private fleet, dedicated fleet, corporate fleet, personal car fleet, employee business travel car rentals (no information available for employee business travel by air).

**Carbon Intensity Goal: reduce carbon intensity by 15% by 2019, based on 2010 figures.

Environmental Data
GHG Emissions by Scope 2017–2019

A breakdown of Scope 1, 2 and 3 data is included below. The baseline year for data provided is 2010; the standards used are in accordance with the Greenhouse Gas Protocol published by the World Resources Institute and the World Business Council for Sustainable Development, as well as the Climate Registry's General Reporting Protocol; and the consolidation approach is based on operational control.

External Assurance: CVS Health carbon footprint data from 2017–2019 has been underlined_externally assured.

Scope	2019		2018		2017	
	Tonnes of CO2e	%	Tonnes of CO2e	%	Tonnes of CO2e	%
Scope 1 **Natural Gas, Other Fuels, Corporate Jet, Corporate Car Fleet, Private Delivery Fleet, Refrigerants**	157,114	12%	177,347	13%	206,086	15%
Scope 2 **Electricity, Steam, Chilled Water**	1,024,682	77%	1,096,724	80%	1,131,013	79%
Scope 3 **Dedicated Delivery Fleet, Employee Air Travel, Employee Personal Car Travel, Rental Cars**	153,421	11%	89,788	7%	90,105	6%

Environmental Data
GHG Emissions (Tonnes of CO2e) 2017–2019

Scope 1	2019	2018	2017
Total	157,114	177,347	206,086
Natural Gas	77,664	75,280	64,670
Other Fuels	3,128	2,904	2,656
Corporate Fleet	8,861	5,491	6,771
Private Delivery Fleet	30,250	33,254	32,161
Refrigerants	30,571	55,549	95,308
Air Fleet	6,639	4,869	4,520

Scope 2	2019	2018	2017
Total	1,024,682	1,096,724	1,131,013
Electricity, Steam, and Chilled Water	1,024,682	1,096,724	1,131,013

Scope 3	2019	2018	2017
Total	153,421	89,788	90,105
Dedicated Delivery Fleet	46,625	53,932	53,469
Business Travel	77,964	19,889	23,129
Rental Cars	10,199	3,553	2,408
Personal Cars	18,632	12,413	11,099

Environmental Data
GHG Emissions Scope Breakdown 2017–2019

Scope 1	2019	2018	2017
Total	12%	12%	14%
Natural Gas	6%	6%	5%
Other Fuels	0%	0%	0%
Corporate Fleet	1%	0%	1%
Private Delivery Fleet	2%	2%	2%
Refrigerants	2%	4%	7%
Air Fleet	0%	0%	0%

Scope 2	2019	2018	2017
Total	77%	80%	79%
Electricity, Steam, and Chilled Water	77%	80%	79%

Scope 3	2019	2018	2017
Total	11%	7%	6%
Dedicated Delivery Fleet	3%	4%	4%
Business Travel	6%	1%	2%
Rental Cars	1%	0%	0%
Personal Cars	1%	1%	1%

Environmental Data
Hazardous Waste Disposal Methods 2017–2019

Disposal Methods	Waste in Tonnes 2019	% of Total 2019	Waste in Tonnes 2018	% of Total 2018	Waste in Tonnes 2017	% of Total 2017
Waste to Energy	2,082	47.49%	2,274	44.94%	2,022	42.7%
Recycle/Metals Recovery	391	8.91%	425	8.39%	491	10.37%
Fuels Blending	511	11.65%	486	9.6%	509	10.74%
Incineration	1,328	30.28%	1,515	29.93%	1,564	33.02%
Neutralization/Waste Water Treatment	71	1.61%	95	1.88%	143	3.03%
Stabilization/Landfill	0	0%	0	0%	1	0.03%
Autoclave*	2	0.06%	266	5.26%	5	0.11%
Total Waste Shipped	4,385	100%	5,060	100%	4,736	100%

*The increase in the amount collected in 2018 from previous years is due to expanded data collection capabilities.

Environmental Data
Recycling Figures 2019

- 214,309.57 tons were recycled through all programs at retail stores, corporate offices and distribution centers (including Coram, Caremark and Omnicare)
- 12.75 tons of plastic bags were diverted from landfills to our plastic bag recycling program (G2)
- Other recycling figures:
  - 27.23 tons of mixed paper (G2)
  - 3.68 tons of PET and plastic bottles (G2)
  - 1.11 tons of aluminum cans and materials (G2)
  - 0.98 tons of glass (G2)
  - 2.98 tons of HDPE (G2)
  - 0.09 tons of white paper (G2)
  - 0.006 tons of Styrofoam cups (G2)
  - 0.10 tons of plastic film (G2)
  - 0.08 tons of bimetal cans (G2)
  - 173,081 boxes (Stericycle & G2) (10,442 from G2)
  - 42.9 tons of metals (Stericycle)
  - 1,038,950 kWh from waste to energy (Stericycle)
  - 1,889 tons CO_2 eliminated from waste to energy (Stericycle)

Environmental Data
Water Use Intensity Measurement 2017–2019

Year	Total Water Usage (ML)	SF of Retail Space (Millions)	Normalized Water Usage (Per Square Foot of Retail Space in ML)
2017	5,554	79.5	0.000072
2018	5,639	80.4	0.00007
2019	6,081	109.6	0.000056

In 2019, our water usage per square foot of retail space increased by 3 percent, and our total water use increased by eight percent from 2018 due to an increase in our store footprint and more extensive data collection which enhanced our ability to capture our water footprint. Through water efficiency measures, total water use per square foot has decreased 31 percent from the 2010 baseline.

2019 Zero Tolerance Summary

Zero Tolerance Issues/ Low Scoring Factories	Number of Factories Found to Have a Zero Tolerance Issue	Action Taken
Child labor	1	Orders were cancelled and the factory was placed on probation.
Attempted bribery (factory management bribing the auditor to receive a passing score on the audit)	1	Orders were cancelled and the factory was placed on probation.
Life threatening conditions (locked/blocked exits)	36	Thirty three of the factories resolved the issue immediately and provided evidence that they corrected the findings. Unannounced verification audits were conducted to ensure the findings were corrected. Three factories did not need to go through the verification process due to order cancellation.
Forced/person labor, human trafficking	—	N/A
Abuse and harassment	1	The factory addressed the issue immediately and after conducting an investigation it was determined that it wasn't a systemic issue. A verification audit was conducted to ensure that the finding was addressed and would not occur in the future.
Discrimination	6	All six factories resolved the issue immediately and provided evidence that they corrected the findings. Unannounced verification audits were conducted in each factory to ensure the findings were corrected.
Confirmed falsified audit report and/or business license	—	N/A
Intentional nondisclosure of finished goods subcontracting	3	Two of the factories resolved the issue immediately and provided evidence that they corrected the findings. Unannounced verification audits were conducted to ensure the findings were corrected. One factory did not need to go through the verification process due to order cancellation.

2019 GRI Index
General Disclosures

Organizational Profile

Disclosure No.	Disclosure Title	2019 CVS Health Response
102-1	Name of the organization	CVS Health®
102-2	Activities, brands, products and services	Corporate Profile, p. 5, 2019 CSR Report
102-3	Location of headquarters	Corporate Profile, p. 5, 2019 CSR Report
102-4	Location of operations	Corporate Profile, p. 5, 2019 CSR Report
102-5	Ownership and legal form	CVS Health is a publicly traded corporation on the New York Stock Exchange. Ticker symbol: CVS
102-6	Markets served	Corporate Profile, p. 5, 2019 CSR Report
102-7	Scale of the organization	Corporate Profile, p. 5, 2019 CSR Report Quantity of products or services provided: In 2019, 22 percent of our front store CVS Pharmacy revenues came from store and proprietary brands. 78 percent came from national brands.
102-8	Information on employees and other workers	All work is performed by our company's employees, with a large majority of them performing retail-related duties in our nearly 10,000 retail locations located primarily in the U.S. CVS Health Workforce Diversity Data, p. 19, 2019 CSR Report Appendix
102-9	Supply chain	Corporate Profile, p. 5, 2019 CSR Report
102-10	Significant changes to the organization and its supply chain	Corporate Profile, p. 5, 2019 CSR Report

2019 GRI Index
General Disclosures

Organizational Profile

Disclosure No.	Disclosure Title	2019 CVS Health Response
102-11	Precautionary principle or approach	We do not have a formal policy regarding the precautionary principle. All store brand products must comply with FDA and government requirements and adhere to our Cosmetic Safety Policy, Restricted Substance List and Animal Testing Policy. These policies outline our commitment to providing customers with safe products, should an ingredient be suspected of causing harm. We also take a proactive approach to risk management, including climate change, and perform regular reviews of risks in our operations and supply chain.
102-12	External initiatives	Stakeholder Engagement, p. 18, 2019 CSR Report; CSR Strategy, p. 9, 2019 CSR Report
102-13	Membership of association	Advancing Public Policy, p. 63, 2019 CSR Report; Trade Association and Coalition Participation Report

Strategy

Disclosure No.	Disclosure Title	2019 CVS Health Response
102-14	Statement from senior decision-maker	Letter from Larry Merlo and David Dorman, p. 3, 2019 CSR Report; Letter from Eileen Howard Boone, p. 4, 2019 CSR Report
102-15	Key impacts, risks and opportunities	CVS Health Form 10-K

2019 GRI Index
General Disclosures

Ethics and Integrity

Disclosure No.	Disclosure Title	2019 CVS Health Response
102-16	Values, principles, standards and norms of behavior	Corporate Profile, p. 5, 2019 CSR Report; Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report
102-17	Mechanisms for advice and concerns about ethics	Promoting a Strong Culture of Compliance, p. 63, CVS Health Code of Conduct; CVS Health Ethics Line 1-877-CVS-2040

Governance

Disclosure No.	Disclosure Title	2019 CVS Health Response
102-18	Governance structure	CVS Health Corporate Governance Guidelines
102-19	Delegating authority	CSR Governance, p. 14, 2019 CSR Report
102-20	Executive-level responsibility for economic, environmental and social topics	CSR Governance, p. 14, 2019 CSR Report
102-21	Consulting stakeholders on economic, environmental and social topics	Stockholder Outreach, 2019 Proxy Statement, Stakeholder Engagement, p. 18, 2019 CSR Report
102-22	Composition of the highest governance body and its committees	Committees of the Board, 2019 Proxy Statement
102-23	Chair of the highest governance body	Board Structures and Processes, 2019 Proxy Statement
102-24	Nominating and selecting the highest governance body	CVS Health Corporate Governance Guidelines

2019 GRI Index
General Disclosures

Governance

Disclosure No.	Disclosure Title	2019 CVS Health Response
102-25	Conflicts of interest	Related Person Transaction Policy, 2019 Proxy Statement
102-26	Role of highest governance body in setting purpose, values and strategy	CSR Governance, p. 14, 2019 CSR Report
102-27	Collective knowledge of highest governance body	Committees of the Board, 2019 Proxy Statement
102-28	Evaluating the highest governance body's performance	CVS Health Corporate Governance Guidelines
102-29	Identifying and managing economic, environmental and social impacts	CSR Governance, p. 14, 2019 CSR Report
102-30	Effectiveness of risk management processes	CSR Governance, p. 14, 2019 CSR Report
102-31	Review of economic, environmental and social topics	CSR Governance, p. 14, 2019 CSR Report
102-32	Highest governance body's role in sustainability reporting	CSR Governance, p. 14, 2019 CSR Report
102-33	Communicating critical concerns	CSR Governance, p. 14, 2019 CSR Report
102-34	Nature and total number of critical concerns	CSR Governance, p. 14, 2019 CSR Report
102-35	Remuneration policies	CSR Governance, p. 14, 2019 CSR Report

2019 GRI Index
General Disclosures

Governance

Disclosure No.	Disclosure Title	2019 CVS Health Response
102-36	Process for determining remuneration	Compensation Discussion and Analysis, 2019 Proxy Statement
102-37	Stakeholders' involvement in remuneration	Compensation Discussion and Analysis, 2019 Proxy Statement
102-38	Annual total compensation ratio	Compensation Discussion and Analysis, 2019 Proxy Statement

Stakeholder Engagement

Disclosure No.	Disclosure Title	2019 CVS Health Response
102-40	List of stakeholder groups	Stakeholder Engagement, p. 18, 2019 CSR Report
102-41	Collective bargaining agreements	As of December 31, 2019, approximately five percent of employees were covered by collective bargaining agreements.
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, p. 18, 2019 CSR Report
102-43	Approach to stakeholder engagement	Stakeholder Engagement, p. 18, 2019 CSR Report
102-44	Key topics and concerns raised	Stakeholder Engagement, p. 18, 2019 CSR Report

Reporting Practice

Disclosure No.	Disclosure Title	2019 CVS Health Response
102-45	Entities included in the consolidated financial statements	About this Report, p. 113, 2019 CSR Report

2019 GRI Index
General Disclosures

Reporting Practice

Disclosure No.	Disclosure Title	2019 CVS Health Response
102-46	Defining report content and topic boundaries	About This Report, p. 113, 2019 CSR Report
102-47	List of material topics	CSR Material Topics, p. 5, 2019 CSR Report Appendix
102-48	Restatements of information	We have made no material restatements of information provided in previous CSR Reports.
102-49	Changes in reporting	About This Report, p. 113, 2019 CSR Report
102-50	Reporting period	January 1 – December 31, 2019
102-51	Date of most recent report	April 2019
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Please submit questions or feedback regarding this report and our CSR strategy to CSR@CVSHealth.com, or: CVS Health Corporation Attn: SVP, Corporate Social Responsibility & Philanthropy 1 CVS Drive, Woonsocket, RI 02895 401-765-1500
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55	GRI content index	The GRI Standards Content Index is included on these pages.
102-56	External assurance	We do not have a formal policy for external assurance at this time. However, we do use an external third party, Apex Company, to verify our carbon footprint data.

2019 GRI Index
Topic-Specific Standards

201: Economic Performance

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Material Topics Defined, p. 5, 2019 CSR Report Appendix, Corporate Profile, p. 5, 2019 CSR Report
103-2	The management approach and its components	Material Topics Defined, p. 5, 2019 CSR Report Appendix, Corporate Profile, p. 5, 2019 CSR Report
103-3	Evaluation of the management approach	Corporate Profile, p. 5, 2019 CSR Report
201-1	Direct economic value generated and distributed	Corporate Profile, p. 5, 2019 CSR Report
201-2	Financial implications and other risks and opportunities due to climate change	Healthy Planet, p. 92, 2019 CSR Report, 2019 CDP Climate Change Response

203: Indirect Economic Impacts

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Corporate Profile, p. 5, 2019 CSR Report; CSR Governance, p. 14, 2019 CSR Report
103-2	The management approach and its components	Corporate Profile, p. 5, 2019 CSR Report; CSR Governance, p. 14, 2019 CSR Report
103-3	Evaluation of the management approach	Corporate Profile, p. 5, 2019 CSR Report; CSR Governance, p. 14, 2019 CSR Report
203-2	Significant indirect economic impacts	Investing in Diverse Suppliers, p. 64, 2019 CSR Report

2019 GRI Index
Topic-Specific Standards

204: Procurement Practices

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Supply Chain Responsibility, p. 64, 2019 CSR Report
103-2	The management approach and its components	Supply Chain Responsibility, p. 64, 2019 CSR Report
103-3	Evaluation of the management approach	Supply Chain Responsibility, p. 64, 2019 CSR Report
204-1	Proportion of spending on local suppliers	Supply Chain Responsibility, p. 64, 2019 CSR Report

205: Anti-Corruption

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report, CVS Health Code of Conduct
103-2	The management approach and its components	Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report, CVS Health Code of Conduct
103-3	Evaluation of the management approach	Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report, CVS Health Code of Conduct
205-2	Communication and training about anti-corruption policies and procedures	Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report, CVS Health Code of Conduct

2019 GRI Index
Topic-Specific Standards

301: Materials

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Addressing Deforestation, p. 110, 2019 CSR Report
103-2	The management approach and its components	Addressing Deforestation, p. 110, 2019 CSR Report
103-3	Evaluation of the management approach	Addressing Deforestation, p. 110, 2019 CSR Report
301-2	Recycled input materials used	Addressing Deforestation, p. 110, 2019 CSR Report
301-3	Reclaimed Products and Their Packaging Materials	Addressing Prescription Drug Misuse, p. 37, 2019 CSR Report Omissions: Medications are intended to be taken as prescribed. Rather than measuring the percentage of medications sold and reclaimed, we report on efforts to reclaim unused medications through our drug take back programs and disposal units

302: Energy

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Operations, p. 100, 2019 CSR Report; Meeting Our Targets Through Energy Reduction, p. 102, 2019 CSR Report
103-2	The management approach and its components	Sustainable Operations, p. 100, 2019 CSR Report; Meeting Our Targets Through Energy Reduction, p. 102, 2019 CSR Report
103-3	Evaluation of the management approach	Sustainable Operations, p. 100, 2019 CSR Report; Meeting Our Targets Through Energy Reduction, p. 102, 2019 CSR Report

2019 GRI Index
Topic-Specific Standards

302: Energy

Disclosure No.	Disclosure Title	2019 CVS Health Response
302-1	Energy consumption within the organization	Environmental Data: Total Energy Usage by Type, p. 25, 2019 CSR Report Appendix

303: Water

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Operations, p. 100, 2019 CSR Report; Water Consumption and Reduction, p. 108, 2019 CSR Report
103-2	The management approach and its components	Sustainable Operations, p. 100, 2019 CSR Report; Water Consumption and Reduction, p. 108, 2019 CSR Report
103-3	Evaluation of the management approach	Sustainable Operations, p. 100, 2019 CSR Report; Water Consumption and Reduction, p. 108, 2019 CSR Report
303-1	Water withdrawals by source	Environmental Data: Water Use Intensity Measurement, p. 31, 2019 CSR Report Appendix

2019 GRI Index
Topic-Specific Standards

305: Emissions

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Operations, p. 100, 2019 CSR Report; Reducing Greenhouse Gas Emissions Through Science-Based Targets, p. 101, 2019 CSR Report
103-2	The management approach and its components	Sustainable Operations, p. 100, 2019 CSR Report; Reducing Greenhouse Gas Emissions Through Science-Based Targets, p. 101, 2019 CSR Report
103-3	Evaluation of the management approach	Sustainable Operations, p. 100, 2019 CSR Report; Reducing Greenhouse Gas Emissions Through Science-Based Targets, p. 101, 2019 CSR Report
305-1	Direct (Scope 1) GHG emissions	Environmental Data: GHG Emissions by Scope, p. 26, 2019 CSR Report Appendix: CVS Health carbon footprint data has been audited by EY.
305-2	Indirect (Scope 2) GHG emissions	Environmental Data: GHG Emissions by Scope, p. 26, 2019 CSR Report Appendix: CVS Health carbon footprint data has been audited by EY.
305-3	Other indirect (Scope 3) GHG emissions	Environmental Data: GHG Emissions by Scope, p. 26, 2019 CSR Report Appendix: CVS Health carbon footprint data has been audited by EY.
305-4	GHG emissions intensity	Environmental Data: GHG Emissions by Scope, p. 26, 2019 CSR Report Appendix: CVS Health carbon footprint data has been audited by EY.
305-5	Reduction of GHG emissions	Reducing Greenhouse Gas Emissions Through Science-Based Targets, p. 101, 2019 CSR Report; Environmental Data: GHG Emissions by Scope, p. 26, 2019 CSR Report Appendix: CVS Health carbon footprint data has been audited by Apex Company.

2019 GRI Index
Topic-Specific Standards

306: Effluents and Waste

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Decreasing Waste, Increasing Recycling, p. 102, 2019 CSR Report
103-2	The management approach and its components	Decreasing Waste, Increasing Recycling, p. 102, 2019 CSR Report
103-3	Evaluation of the management approach	Decreasing Waste, Increasing Recycling, p. 102, 2019 CSR Report
306-2	Waste by type and disposal method	Environmental Data: Hazardous Waste Disposal Methods, p. 29, 2019 CSR Report Appendix

308: Supplier Environmental Assessment

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Investing in Diverse Suppliers, p. 64, 2019 CSR Report; Addressing Deforestation, p. 110, 2019 CSR Report
103-2	The management approach and its components	Investing in Diverse Suppliers, p. 64, 2019 CSR Report; Addressing Deforestation, p. 110, 2019 CSR Report
103-3	Evaluation of the management approach	Investing in Diverse Suppliers, p. 64, 2019 CSR Report; Addressing Deforestation, p. 110, 2019 CSR Report
308-1	New suppliers that were screened using environmental criteria	Investing in Diverse Suppliers, p. 64, 2019 CSR Report; Sustainable Products and Packaging, p. 110, 2019 CSR Report
308-2	Negative environmental impacts in the supply chain and actions taken	Investing in Diverse Suppliers, p. 64, 2019 CSR Report; Addressing Deforestation, p. 110, 2019 CSR Report

2019 GRI Index
Topic-Specific Standards

401: Employment

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Investing In Colleague Health, p. 41, 2019 CSR Report
103-2	The management approach and its components	Investing In Colleague Health, p. 41, 2019 CSR Report
103-3	Evaluation of the management approach	Investing In Colleague Health, p. 41, 2019 CSR Report
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Investing In Colleague Health, p. 41, 2019 CSR Report; Total Rewards for Colleague Health and Well-Being, p. 59, 2019 CSR Report

403: Occupational Health and Safety

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Ensuring Colleague Safety, p. 59, 2019 CSR Report
103-2	The management approach and its components	Ensuring Colleague Safety, p. 59, 2019 CSR Report
103-3	Evaluation of the management approach	Ensuring Colleague Safety, p. 59, 2019 CSR Report
403-2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities	Ensuring Colleague Safety, p. 59, 2019 CSR Report

2019 GRI Index
Topic-Specific Standards

404: Training and Education

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Investing in Job Training, p. 49, 2019 CSR Report
103-2	The management approach and its components	Investing in Job Training, p. 49, 2019 CSR Report
103-3	Evaluation of the management approach	Investing in Job Training, p. 49, 2019 CSR Report
404-2	Programs for upgrading employee skills and transition assistance programs	Investing in Job Training, p. 49, 2019 CSR Report

405: Diversity and Equal Opportunity

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Championing Strategic Diversity Management, p. 54, 2019 CSR Report
103-2	The management approach and its components	Championing Strategic Diversity Management, p. 54, 2019 CSR Report
103-3	Evaluation of the management approach	Championing Strategic Diversity Management, p. 54, 2019 CSR Report
405-1	Diversity of governance bodies and employees	Director Qualification Criteria; Diversity, 2019 Proxy Statement, p. 21, 2019 CSR Report Appendix, Championing Strategic Diversity Management, p. 54, 2019 CSR Report

2019 GRI Index
Topic-Specific Standards

408: Child Labor

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Safeguarding Human Rights, p. 64, 2019 CSR Report; 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix; CSR Governance, p. 14, 2019 CSR Report
103-2	The management approach and its components	Safeguarding Human Rights, p. 64, 2019 CSR Report; 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix; CSR Governance, p. 14, 2019 CSR Report
103-3	Evaluation of the management approach	Safeguarding Human Rights, p. 64, 2019 CSR Report; 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix; CSR Governance, p. 14, 2019 CSR Report
408-1	Operations and suppliers at significant risk for incidents of child labor	2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix, Human Rights Policy, Vendor Ethics Policy

412: Human Rights Assessment

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Material Topics, p. 17, 2019 CSR Report; 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix; CSR Governance, p. 14, 2019 CSR Report
103-2	The management approach and its components	Safeguarding Human Rights, p. 64, 2019 CSR Report; 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix; CSR Governance, p. 14, 2019 CSR Report
103-3	Evaluation of the management approach	Safeguarding Human Rights, p. 64, 2019 CSR Report; 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix, CSR Governance, p. 14, 2019 CSR Report
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Human Rights Policy, Vendor Ethics Policy, Safeguarding Human Rights, p. 64, 2019 CSR Report

2019 GRI Index
Topic-Specific Standards

414: Supplier Social Assessment

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix; CSR Governance, p. 14, 2019 CSR Report
103-2	The management approach and its components	2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix; CSR Governance, p. 14, 2019 CSR Report
103-3	Evaluation of the management approach	2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix; CSR Governance, p. 14, 2019 CSR Report
414-1	New suppliers that were screened using social criteria	Safeguarding Human Rights, p. 64, 2019 CSR Report, Human Rights Policy, Vendor Ethics Policy
414-2	Negative social impacts in the supply chain and actions taken	p. 6, 2019 CSR Report Appendix, Human Rights Policy, Vendor Ethics Policy

415: Public Policy

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Continuing Best-in-Class Governance Practices, p. 61, 2019 CSR Report; Advancing Public Policy, p. 63, 2019 CSR Report, Public Policy Principles
103-2	The management approach and its components	Continuing Best-in-Class Governance Practices, p. 61, 2019 CSR Report; Advancing Public Policy, p. 63, 2019 CSR Report
103-3	Evaluation of the management approach	Continuing Best-in-Class Governance Practices, p. 61, 2019 CSR Report; Advancing Public Policy, p. 63, 2019 CSR Report
415-1	Political contributions	Political Activities and Contributions Report, Public Policy Principles

2019 GRI Index
Topic-Specific Standards

416: Customer Health and Safety

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Safety and Quality in Products and Services, p. 36, 2019 CSR Report
103-2	The management approach and its components	Safety and Quality in Products and Services, p. 36, 2019 CSR Report
103-3	Evaluation of the management approach	Safety and Quality in Products and Services, p. 36, 2019 CSR Report
416-1	Assessments of the health and safety impacts of products and service categories	Quality assurance is a mandatory procedure performed by our pharmacists with every prescription filled. Safety and Quality in Products and Services, p. 36, 2019 CSR Report; Medication Adherence Solutions, p. 33, 2019 CSR Report, Ensuring Quality and Safety in the Pharmacy, Cosmetic Safety Policy, CVS Store Brand, Restricted Substances List We are committed to supporting the health and well-being of our patients and customers and ensure that our products and the prescriptions we dispense are continuously assessed to meet the highest standards of safety and quality.

417: Marketing and Labeling

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	CVS Health Continues Our Commitment to Trust and Transparency, p. 40, 2019 CSR Report; Ensuring Quality and Safety in the Pharmacy, p. 36, 2019 CSR Report; Meeting the Needs of Diverse Customers, p. 59, 2019 CSR Report

2019 GRI Index
Topic-Specific Standards

417: Marketing and Labeling

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-2	The management approach and its components	CVS Health Continues Our Commitment to Trust and Transparency, p. 40, 2019 CSR Report; Ensuring Quality and Safety in the Pharmacy, p. 36, 2019 CSR Report; Meeting the Needs of Diverse Customers, p. 59, 2019 CSR Report
103-3	Evaluation of the management approach	CVS Health Continues Our Commitment to Trust and Transparency, p. 40, 2019 CSR Report; Ensuring Quality and Safety in the Pharmacy, p. 36, 2019 CSR Report; Meeting the Needs of Diverse Customers, p. 59, 2019 CSR Report
417-1	Requirements for product and service information and labeling	To help ensure patient safety, 100 percent of our prescription labels meet both regulatory requirements and our internal standards. CVS Health Continues Our Commitment to Trust and Transparency, p. 40, 2019 CSR Report; Ensuring Quality and Safety in the Pharmacy, p. 36, 2019 CSR Report; Meeting the Needs of Diverse Customers, p. 59, 2019 CSR Report

418: Customer Privacy

Disclosure No.	Disclosure Title	2019 CVS Health Response
103-1	Explanation of the material topic and its boundary	Continuing Best-in-Class Governance Practices, p. 61, 2019 CSR Report; Protecting Data Privacy and Information Security, p. 63, 2019 CSR Report
103-2	The management approach and its components	Continuing Best-in-Class Governance Practices, p. 61, 2019 CSR Report; Protecting Data Privacy and Information Security, p. 63, 2019 CSR Report
103-3	Evaluation of the management approach	Continuing Best-in-Class Governance Practices, p. 61, 2019 CSR Report; Protecting Data Privacy and Information Security, p. 63, 2019 CSR Report
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protecting Data Privacy and Information Security, p. 63, 2019 CSR Report We publicly report breaches to the U.S. Department of Health and Human Services (HHS) Office of Civil Rights. See Breach Portal.

2019 UN Global Compact Index

In 2018, CVS Health® became a signatory to the United Nations Global Compact (UNGC), a set of 10 principles in the areas of human rights, labor, environment and anti-corruption. We are committed to embedding these principles across our enterprise and have demonstrated our progress regarding the principles in the tables below.

"CVS Health is proud to be a signatory of the United Nations Global Compact, continuing our steadfast commitment to aligning our business operations and strategies with the UNGC's 10 principles."

– Larry J. Merlo, President and Chief Executive Officer

Human Rights

UNGC Principle	Report Section or Other Documentation
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct
Principle 2: make sure that they are not complicit in human rights abuses.	Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy

Labor

UNGC Principle	Report Section or Other Documentation
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	Safeguarding Human Rights, p. 64, 2019 CSR Report GRI Index 102-41 Human Rights Policy Code of Conduct
Principle 4: the elimination of all forms of forced and compulsory labor;	Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct
Principle 5: the effective abolition of child labor; and	Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct

2019 UN Global Compact Index

Labor

UNGC Principle	Report Section or Other Documentation
Principle 6: the elimination of discrimination in respect of employment and occupation.	Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Championing Strategic Diversity Management, p. 54, 2019 CSR Report Code of Conduct

Environment

UNGC Principle	Report Section or Other Documentation
Principle 7: Businesses should support a precautionary approach to environmental challenges;	Healthy Planet, p. 92, 2019 CSR Report Climate Change Policy and Environmental Commitment Statements
Principle 8: undertake initiatives to promote greater environmental responsibility; and	Sustainable Operations, p. 100, 2019 CSR Report Addressing Deforestation, p. 110, 2019 CSR Report Sourcing Palm Oil Responsibly, p. 110, 2019 CSR Report Promoting Sustainable Packaging, p. 110, 2019 CSR Report Climate Change Policy and Environmental Commitment Statements Responsible Palm Oil Sourcing Policy
Principle 9: encourage the development and diffusion of environmentally friendly technologies.	Addressing Deforestation, p. 110, 2019 CSR Report Promoting Sustainable Packaging, p. 110, 2019 CSR Report Sourcing Palm Oil Responsibly, p. 110, 2019 CSR Report

Anti-corruption

UNGC Principle	Report Section or Other Documentation
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Code of Conduct

2019 UN Guiding Principles Reporting Framework Index

We have included information and disclosures in this report aligned with the United Nations Guiding Principles reporting framework. This reflects our support of the UN Guiding Principles on Business and Human Rights and our commitment to transparency and accountability regarding our human rights-related activities and policies. The following table indicates where readers can find information that addresses the framework requirements, either in this report or other external documents.

PART A: GOVERNANCE OF RESPECT FOR HUMAN RIGHTS

Policy Commitment

Framework		Report Section or Other Documentation
A1	What does the company say publicly about its commitment to respect human rights?	
A1.1	How has the public commitment been developed?	Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct
A1.2	Whose human rights does the public commitment address?	Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct
A1.3	How is the public commitment disseminated?	Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct

UN Guiding Principles Reporting Framework Index

PART A: GOVERNANCE OF RESPECT FOR HUMAN RIGHTS

Embedding Respect for Human Rights

Framework		Report Section or Other Documentation
A2	How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?	
A2.1	How is day-to-day responsibility for human rights performance organized within the company, and why?	Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Human Rights Policy Code of Conduct
A2.2	What kinds of human rights issues are discussed by senior management and by the Board, and why?	CSR Governance, p. 14, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct
A2.3	How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	Human Rights Policy Code of Conduct
A2.4	How does the company make clear in its business relationships the importance it places on respect for human rights?	Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Human Rights Policy Code of Conduct
A2.5	What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	Safeguarding Human Rights, p. 64, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix Human Rights Policy Code of Conduct

UN Guiding Principles Reporting Framework Index

PART B: DEFINING THE FOCUS OF REPORTING

Statement of Salient Issues

Framework		Report Section or Other Documentation
B1	State the salient human rights issues associated with the company's activities and business relationships during the reporting period.	Human Rights Policy

PART B: DEFINING THE FOCUS OF REPORTING

Determination of Salient Issues

Framework		Report Section or Other Documentation
B2	Describe how the salient human rights issues were determined, including any input from stakeholders.	Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy

PART B: DEFINING THE FOCUS OF REPORTING

Choice of Focal Geographies

Framework		Report Section or Other Documentation
B3	If reporting on the salient human rights issues focuses on particular geographies, explain how that choice was made.	Safeguarding Human Rights, p. 64, 2019 CSR Report

UN Guiding Principles Reporting Framework Index

PART B: DEFINING THE FOCUS OF REPORTING

Additional Severe Impacts

Framework		Report Section or Other Documentation
B4	Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside of the salient human rights issues, and explain how they have been addressed.	Safeguarding Human Rights, p. 64, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Specific Policies

Framework		Report Section or Other Documentation
C1	Does the company have any specific policies that address its salient human rights issues and, if so, what are they?	
C1.1	How does the company make clear the relevance and significance of such policies to those who need to implement them?	Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Human Rights Policy Code of Conduct

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Stakeholder Engagement

Framework		Report Section or Other Documentation
C2	What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?	

UN Guiding Principles Reporting Framework Index

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Stakeholder Engagement

Framework		Report Section or Other Documentation
C2.1	How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	Stakeholder Engagement, p. 18, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Human Rights Policy Code of Conduct
C2.2	During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	Stakeholder Engagement, p. 18, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix
C2.3	During the reporting period, how have the views of stakeholders influenced the company's understanding of each salient issue and/or its approach to addressing it?	Stakeholder Engagement, p. 18, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Assessing Impacts

Framework		Report Section or Other Documentation
C3	How does the company identify any changes in the nature of each salient human rights issue over time?	
C3.1	During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?	Safeguarding Human Rights, p. 64, 2019 CSR Report

UN Guiding Principles Reporting Framework Index

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Assessing Impacts

Framework		Report Section or Other Documentation
C3.2	During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	Safeguarding Human Rights, p. 64, 2019 CSR Report

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Integrating Findings and Taking Action

Framework		Report Section or Other Documentation
C4	How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?	
C4.1	How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?	Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy
C4.2	When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?	Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix Human Rights Policy Code of Conduct
C4.3	During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix Human Rights Policy Code of Conduct

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PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Tracking Performance

Framework		Report Section or Other Documentation
C5	How does the company know if its efforts to address each salient human rights issue are effective in practice?	
C5.1	What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?	Safeguarding Human Rights, p. 64, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Remediation

Framework		Report Section or Other Documentation
C6	How does the company enable effective remedy if people are harmed by its actions or decisions in relation to a salient human rights issue?	
C6.1	Through what means can the company receive complaints or concerns related to each salient issue?	CVS Health Ethics Line 1-877-CVS-2040 Human Rights Policy
C6.2	How does the company know if people feel able and empowered to raise complaints or concerns?	Safeguarding Human Rights p. 64, 2019 CSR Report CVS Health Ethics Line 1-877-CVS-2040 Human Rights Policy Code of Conduct

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PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Remediation

Framework		Report Section or Other Documentation
C6.3	How does the company process complaints and assess the effectiveness of outcomes?	Human Rights Policy Code of Conduct
C6.4	During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?	Safeguarding Human Rights, p. 64, 2019 CSR Report
C6.5	During the reporting period, did the company provide or enable remedy for any actual impacts related to a salient issue and, if so, what are typical or significant examples?	2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix

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