

Prescription for a Better World

2015 CSR Materiality and GRI G4 Content Index



CSR Material Issues and Priorities

In 2015, we refreshed our materiality assessment to determine whether our CSR material issues have evolved. The issues we face remain largely the same. We identified 34 discrete issues and organized them into nine groupings across the three pillars.





Health in Action

Accessible and
Affordable Health Care

Support for Patients
with Chronic Disease

Patient and Customer
Well-being and Safety

Planet in Balance

Sustainable Operations

Sustainable Products
and Packaging

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Materiality Assessment Process

The Global Reporting Initiative's (GRI) Principles for Defining Report Content served as the basis of our materiality assessment process and include the following: materiality, stakeholder inclusiveness, sustainability context, and completeness. Our process followed the four steps recommended by the GRI: identification, prioritization, validation, and review.



Step 1

Identification and Boundary Setting

We reviewed a wide range of internal and external sources including company financial reports, corporate and employee communications, internal planning documents, media reports, influencer white papers and communications, shareholder inquiries and investor indices, and stakeholder feedback, among other inputs. We also reviewed notes from interviews conducted in early 2015 with more than 30 internal stakeholders.

We ended up with 34 discrete issues that fell into nine groupings. Each issue was analyzed to pinpoint where the most significant impact occurs along the company's value chain. This helped determine the boundaries of each material aspect — whether it is inside and/or outside the organization. There have been no significant changes to the scope and aspect boundaries since our last report. The aspect boundaries are disclosed in the chart at the end of this section. In 2016, we will have completed a Human Rights Impact Assessment to identify potential gaps within our workplace environment, throughout our supply chain, and in our dealings with patients, customers, and communities. We expect to use the findings as another key input into our materiality process going forward.

Step 2

Prioritization and Material Aspects

While all the issues identified through the assessment are considered important, we analyzed each issue and prioritized them against a set of criteria, such as:

How relevant the issue is to our purpose of helping people on their path to better health.

Whether the issue presents an opportunity to strengthen reputation, increase revenues, reduce costs, attract talent, or create another benefit.

Whether the issue presents an immediate or long-term risk that may be significant to the business or society.

Whether the issue is frequently raised by stakeholders through various feedback channels.

Whether peers consider the issue material and/or report performance related to the topic.

How important the issue is considered among rating and ranking entities.

Whether there is existing or pending regulation related to the issue.

How much control or influence the company has over the issue.

We also mapped each material topic to the appropriate GRI material aspect. The chart at the end of this section lists the material topics, material aspects and performance indicators.

Step 3

Validation

The prioritized issues were grouped and then plotted in a matrix. The company's SVP of CSR and philanthropy approved the findings and then it was shared with the executive sponsors of each pillar to ensure they were in agreement.

Step 4

Review and Stakeholder Feedback

As part of the materiality process, we hosted a stakeholder engagement session and asked Ceres to facilitate. The stakeholders were experts representing a range of issues, from community health and diversity to sustainable product development and corporate governance. They provided feedback on our 2014 CSR Report and our material issues. More detail on this engagement is discussed on page 6.

Prioritizing our CSR Material Issues



Accessible and Affordable Health Care

- 1 Pricing of drugs and services
- 2 Location of stores and clinics
- 3 Community investments

Support for Patients with Chronic Diseases

- 4 Chronic disease management

Patient and Customer Well-Being and Safety

- 5 Medication adherence
- 6 Coordination of care
- 7 Patient and customer safety
- 8 Customer service
- 9 Prescription drug abuse
- 10 Tobacco use

Sustainable Operations

- 11 Energy use and GHG emissions
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Sustainable Products and Packaging

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Safe, Rewarding and Inclusive Workplace

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Stakeholder Engagement

We believe engaging stakeholders is essential to the successful development, execution, and evolution of our CSR strategy and reporting. Stakeholders provide insight and perspective on existing or emerging issues and we take their input seriously.

We seek to engage with stakeholders who are aligned with our goal of expanding access to health care, improving health outcomes, and lowering overall health care costs. We also actively engage with those who are closest to us — our colleagues, customers and clients, suppliers and vendors, investors, and local communities. We also engage in discussions with socially responsible and sustainability-minded investors, community health advocates, non-governmental advocacy groups, governmental agencies, corporate and industry peers.

We are proud to be a member of Ceres, a leading non-profit organization advocating for sustainability leadership. Ceres helped us plan a stakeholder engagement session that took place at the beginning of 2016, and some of the feedback we received was helpful input for our materiality assessment and reporting efforts. In addition to three representatives from Ceres and 14 CVS Health subject matter experts, subject matter experts, the session was

also attended by eight stakeholders representing the nonprofit, investor, environmental, and corporate sustainability communities.

As a result, we have prioritized the need to provide measurable and time-bound targets to support our strategic priorities and goals, the importance of articulating the business case for CSR, the value in making a stronger connection between sustainability and human health, and the benefit of engaging suppliers on sustainability performance.

For example, we have disclosed nine new targets in this year's report and have also established measurable targets for nearly every goal. Regarding sustainability and human health, we know that the effects of climate change could have severe and long-term consequences for many populations around the world, some of whom are already vulnerable. That is why we have made our commitment to operate a sustainable business and reduce our impacts a priority.

Types of Ongoing Engagement with Key Stakeholder Groups

Employees: Annual employee engagement surveys, focus groups, newsletters, intranet, magazine, community projects

Non-Governmental Organizations: Conferences, roundtables, strategic partnerships

Suppliers: Procurement contracts, supplier compliance program, business-building events

Clients: Dedicated client sales and account teams, satisfaction surveys, a client forum, webinars, ongoing trend and data reporting, industry insights

Investors, Shareholders, Analysts: Annual Report, Annual Analyst/Investor Day, Annual Shareholders Meeting, quarterly conference calls, meetings and conferences, investor website

Consumers: Pharmacy and medical services and interactions, consumer surveys, customer relations hotlines, social media, websites

Local Communities and Civic Organizations: Community engagement programs, volunteering, board memberships, event participation, speeches

Trade and Industry Associations: Meetings, conferences, reports, collaboration on industry issues

Government and Regulatory Authorities: Briefings, meetings, regulatory filings

Media: Press releases, social media, websites, interviews

CSR Material Issues

CSR Material Issues	G4 Categories and Material Aspects	Material within the organization	Material outside the organization	Relevance of issue	Specific Standard Disclosures
Accessible and Affordable Health Care <ul style="list-style-type: none"> • Pricing of drugs and services • Retail locations • Community investments 	Economic: Economic Performance; Indirect Economic Impacts		X	Our size and continued growth offers Americans the benefit of more accessible and affordable care. It is important that every American have access to the same level of quality care, regardless of where they live.	G4-EC1 G4-EC8
Support for Patients with Chronic Diseases <ul style="list-style-type: none"> • Chronic disease management 	Product Responsibility: Customer Health and Safety		X	Our company takes an active role in supporting our customers' and patients' health experiences, and in the greater health care environment. We advise on prescriptions, help manage chronic and specialty conditions, and provide walk-in medical care and pharmacy benefits management.	G4-PR1
Patient and Customer Well-Being and Safety <ul style="list-style-type: none"> • Medication adherence • Coordination of care • Patient and customer safety • Customer service • Prescription drug abuse • Tobacco use 	Product Responsibility: Customer Health and Safety; Product and Service Labeling; Marketing and Communications Environmental: Products and Services		X	Our customers and patients expect a safe, responsive experience when visiting a CVS pharmacy. We are finding new ways to improve the quality and safety of patient care and, at the same time, combating prescription drug abuse and tobacco use in the interest of patient well-being.	G4-PR1 G4-PR3 G4-PR5 G4-PR6 G4-EN27
Sustainable Operations <ul style="list-style-type: none"> • Energy use and GHG emissions • Climate risks • Waste and e-waste • Water 	Environmental: Energy; Water; Emissions; Effluents and Waste; Transport Economic: Economic Performance	X	X	There is a need to combat climate change globally. We are committed to reducing the impacts associated with our operations where we have a high level of control, including GHG emissions, energy, water and waste. These reductions often result in cost-savings.	G4-EN3 G4-EN8 G4-EN15 G4-EN16 G4-EN18 G4-EN19 G4-EN23 G4-EN30 G4-EC2
Sustainable Products and Packaging <ul style="list-style-type: none"> • Product ingredients • Packaging • Labeling and transparency 	Environmental: Materials; Products and Services Product Responsibility: Product and Service Labeling		X	The market for sustainable products continues to grow as an increasing number of consumers prefer products that contain safe and clean ingredients, are packaged sustainably, and are labeled with enough information that allows them to make informed decisions.	G4-EN2 G4-EN27 G4-PR3

CSR Material Issues	G4 Categories and Material Aspects	Material within the organization	Material outside the organization	Relevance of issue	Specific Standard Disclosures
Internal and External Engagement Around our Sustainability Vision <ul style="list-style-type: none"> • Supply chain sustainability • Engaging colleagues around sustainability • Executive compensation tied to sustainability 	Environmental: Materials; Supplier Environmental Assessment	X	X	To be a sustainable company, we must engage our colleagues and suppliers in the process. Our internal procurement practices are one way we are doing this, especially around sustainable forestry products. Our colleagues play a role in establishing best practices for energy management, and we reward our senior leaders for driving our <i>Prescription for a Better World</i> .	G4-EN2 G4-EN32
Safe, Rewarding and Inclusive Workplace <ul style="list-style-type: none"> • Wages and benefits • Employee growth and development • Employee health and wellness • Diversity and inclusion • Workplace safety • Human rights 	Labor Practices: Employment; Occupational Health and Safety; Training and Education; Diversity and Equal Opportunity Human Rights: Assessment	X		Our company hired more than 95,000 employees in 2015. Providing a safe and fulfilling workplace environment is essential to attracting and retaining top talent.	G4-LA1 G4-LA2 G4-LA10 G4-LA6 G4-LA12 G4-HR9
Regulatory Compliance and Voluntary Standards Are Met or Exceeded <ul style="list-style-type: none"> • Information security • Customer privacy • Public policy and political disclosure • Governance • Stakeholder engagement 	Product Responsibility: Customer Privacy Social: Public Policy	X	X	Our customers and patients trust us with their personal health information and other valuable data. It is imperative that our policies and practices related to information security, consumer privacy, and disclosure of political contributions and lobbying activities are best-in-class, from both a reputational and regulatory perspective. The Audit Committee of our Board of Directors is formally charged with oversight of these areas.	G4-PR8 G4-SO6
Supply Chain Responsibility <ul style="list-style-type: none"> • Human rights • Sustainability risk and assessment • Supplier diversity 	Human Rights: Investment; Child Labor; Supplier Human Rights Assessment Environmental: Supplier Environmental Assessment Economic: Procurement Practices		X	Though we do not have direct control over the impacts of our supply chain operations, we do have influence. Our stakeholders expect that we understand our supply chain impacts – both social and environmental in nature – and take steps to manage these impacts. We also use our influence to promote diversity within our supply chain.	G4-HR1 G4-HR5 G4-HR10 G4-HR11 G4-EN32 G4-EC9

GRI G4 Content Index

G4	General Standard Disclosures	Response/Page/Link	External Assurance
STRATEGY AND ANALYSIS			
G4-1	CEO statement	Letter from Larry Merlo, p. 3, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>	
ORGANIZATIONAL PROFILE			
G4-3	Name of reporting organization	CVS Health	
G4-4	Products	Company Profile, p. 7, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>	
G4-5	HQ location	Company Profile, p. 7, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>	
G4-6	Countries of operation	Company Profile, p. 7, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>	
G4-7	Nature of ownership and legal form	Company Profile, p. 7, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i> CVS Health is a publicly traded corporation on the New York Stock Exchange.	
G4-8	Markets served	Company Profile, p. 7, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>	
G4-9	Report the scale of the organization, including: Total number of employees; Total number of operations; Net sales (for private sector organizations) or net revenues (for public sector organizations); Total capitalization broken down in terms of debt and equity (for private sector organizations); Quantity of products or services provided	Company Profile, p. 7, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i> Quantity of products or services provided: CVS Health dispenses 1.9 billion prescriptions annually and makes up approximately 21.6% of the U.S. retail pharmacy market.	
G4-10	a. Report the total number of employees by employment contract and gender. b. Report the total number of permanent employees by employment type and gender. c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender. e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors. f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries).	All work is performed by our company's employees, with a large majority of them performing retail-related duties in our 9,600 retail pharmacies located primarily in the United States. CVS Health Workforce Diversity, p. 91, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>	
G4-11	Report the percentage of total employees covered by collective bargaining agreements.	As of December 31, 2015, just under 6% of employees were covered by collective bargaining agreements.	
G4-12	Describe the organization's supply chain.	Company Profile, p. 7, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>	

G4	General Standard Disclosures	Response/Page/Link	External Assurance
G4-13	Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain	<p>Company Profile, p. 7 , <i>Prescription for a Better World</i> 2015 Corporate Social Responsibility Report</p> <p>During 2015, we opened 161 new retail pharmacy stores and added 85 new MinuteClinic™ locations. We also acquired the pharmacy and clinic businesses of Target, which include Target's more than 1,670 pharmacies and nearly 80 clinic locations, and Omnicare, the nation's leading provider of pharmacy services to the long-term care market.</p>	
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	<p>We do not have a formal policy regarding the precautionary principle.</p> <p>All CVS Health brand products must comply with FDA and government requirements and adhere to our Cosmetic Safety Policy. The Policy outlines our approach should an ingredient be suspected of causing harm.</p> <p>We also take a proactive approach to risk management, including climate change, and perform regular reviews of risks in our operations and supply chain.</p>	
G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	All CVS Health suppliers must comply with our Supplier Ethics Policy, which is aligned with the International Labour Organization's Declaration on Fundamental Principles and Rights at Work, the United Nations Universal Declaration of Human Rights and the United Nations Guiding Principles on Business and Human Rights.	
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization: Holds a position on the governance body; Participates in projects or committees; Provides substantive funding beyond routine membership dues; Views membership as strategic.	<p>Participating in the Political Process, p. 95, <i>Prescription for a Better World</i> 2015 Corporate Social Responsibility Report</p> <p>2015 Trade Association and Coalition Participation report</p>	
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			
G4-17	<p>a. List all entities included in the organization's consolidated financial statements or equivalent documents.</p> <p>b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.</p>	Please see company Form 10-K, page 29, filed 2/9/16 for the Period Ending December 31, 2015. Data in this CSR Report covers our U.S. operations; it does not cover data from the 2015 acquisitions of Omnicare, the leading U.S. provider of pharmacy services to long-term care facilities, nor Target's pharmacy and retail clinic businesses, unless otherwise noted. p. 111, <i>Prescription for a Better World</i> 2015 Corporate Social Responsibility Report	No
G4-18	<p>a. Explain the process for defining the report content and the Aspect Boundaries.</p> <p>b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.</p>	Materiality Assessment Process, p. 3-5, CSR Materiality and GRI G4 Content Index	No
G4-19	List all the material Aspects identified in the process for defining report content.	Our CSR Strategy: <i>Prescription for a Better World</i> : CSR Material Issues, p. 7-8, CSR Materiality and GRI G4 Content Index	No

G4	General Standard Disclosures	Response/Page/Link	External Assurance
G4-20	For each material Aspect, report the Aspect Boundary within the organization, as follows: - Report whether the Aspect is material within the organization. - If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: - The list of entities or groups of entities included in G4-17 for which the Aspect is not material or - The list of entities or groups of entities included in G4-17 for which the Aspects is material. - Report any specific limitation regarding the Aspect Boundary within the organization.	Our CSR Strategy: <i>Prescription for a Better World</i> : CSR Material Issues, p. 7-8, CSR Materiality and GRI G4 Content Index	No
G4-21	For each material Aspect, report the Aspect Boundary outside the organization, as follows: - Report whether the Aspect is material outside of the organization. - If the Aspect is material outside of the organization, identify the entities, groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified. - Report any specific limitation regarding the Aspect Boundary outside the organization.	We source from and manufacture in various parts of the world. Many of our direct import products come from factories in China. Our retail pharmacy, PBM and MinuteClinic businesses are almost exclusively conducted in the United States, in areas where our customers and employees live. Our CSR Strategy: <i>Prescription for a Better World</i> : CSR Material Issues, p. 7-8, CSR Materiality and GRI G4 Content Index	No
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	There are no significant restatements that have any material effect, p. 111, <i>Prescription for a Better World</i> 2015 Corporate Social Responsibility Report	No
G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	There have been no significant changes to the scope and aspect boundaries since our last report, p. 111 <i>Prescription for a Better World</i> 2015 Corporate Social Responsibility Report	No
STAKEHOLDER ENGAGEMENT			
G4-24	Provide a list of stakeholder groups engaged by the organization.	Our CSR Strategy: <i>Prescription for a Better World</i> : Stakeholder Engagement, p. 6, CSR Materiality and GRI G4 Content Index	No
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	Our CSR Strategy: <i>Prescription for a Better World</i> : Stakeholder Engagement, p. 6, CSR Materiality and GRI G4 Content Index	No
G4-26	Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	Our CSR Strategy: <i>Prescription for a Better World</i> : Stakeholder Engagement, p. 6, CSR Materiality and GRI G4 Content Index	No
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	Our CSR Strategy: <i>Prescription for a Better World</i> : Stakeholder Engagement, p. 6, CSR Materiality and GRI G4 Content Index	No
REPORT PROFILE			
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	January 1 - December 31, 2015	
G4-29	Date of most recent previous report (if any).	May 2015	
G4-30	Reporting cycle (such as annual, biennial).	Annual	

G4	General Standard Disclosures	Response/Page/Link	External Assurance
G4-31	Provide the contact point for questions regarding the report or its contents.	Please submit questions or feedback regarding this report and our CSR strategy to CSR@CVSHealth.com	
G4-32	a. Report the 'in accordance' option the organization has chosen. b. Report the GRI Content Index for the chosen option (see tables below). c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be 'in accordance' with the Guidelines.	a. CVS Health has chosen the GRI G4 Sustainability Report Guidelines 'In Accordance' option Core. b. The GRI G4 Content Index is included on these pages.	
G4-33	a. Report the organization's policy and current practice with regard to seeking external assurance for the report. b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. c. Report the relationship between the organization and the assurance providers. d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	We do not have a formal policy for external assurance at this time. However, we do use an external third party to verify our greenhouse gas emissions inventory.	
GOVERNANCE			
G4-34	Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.	The Nominating and Corporate Governance Committee is the Board Committee responsible for the company's Corporate Social Responsibility strategy. See details of CVS Health's governance structure: http://investors.cvshealth.com/corporate-governance/guidelines	
REMUNERATION AND INCENTIVES			
G4-51	a. Report the remuneration policies for the highest governance body and senior executives for the below types of remuneration: <ul style="list-style-type: none"> - Fixed pay and variable pay: <ul style="list-style-type: none"> - Performance-based pay - Equity-based pay - Bonuses - Deferred or vested shares - Sign-on bonuses or recruitment incentive payments - Termination payments - Clawbacks - Retirement benefits, including the difference between benefit schemes and contribution rates for the highest governance body, senior executives, and all other employees b. Report how performance criteria in the remuneration policy relate to the highest governance body's and senior executives' economic, environmental and social objectives.	a. See page 37 of CVS Health's 2015 Proxy Statement. b. The team members' whose responsibility it is to reduce the company's operational impacts have sustainability performance goals linked to compensation, as do the senior leaders of those teams.	
ETHICS AND INTEGRITY			
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Company Profile, p. 7, <i>Prescription for a Better World</i> 2015 Corporate Social Responsibility Report Ensuring Compliance and Integrity, p. 97, <i>Prescription for a Better World</i> 2015 Corporate Social Responsibility Report	

Performance Indicators

Material Issue	Material Aspect	Indicator	Indicator	Response/Page/Link for DMA and Indicators	Omissions	External Assurance
Support for Chronic Disease	Customer Health and Safety	PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Focus: Chronic Disease Management, p. 32, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>	The prevention and management of chronic disease is a strategic focus for CVS Health. While we are unable to measure our efforts as a percentage, we continuously monitor and evaluate existing services and develop new services to support patients on their path to better health.	
Prescription Drug Abuse	Marketing Communications	PR6	Sale of banned or disputed products	Expanding Naloxone Availability, p. 42, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
	Products and Services	EN28	Percentage of products sold and their packaging materials that are reclaimed by category	Supporting Drug Take Back Programs, p. 41, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>	Pharmaceuticals are intended to be depleted in use. Rather than measuring the percentage of pharmaceuticals sold and reclaimed, we report on efforts to reclaim unused pharmaceuticals through our drug take back programs.	

Material Issue	Material Aspect	Indicator	Indicator	Response/Page/Link for DMA and Indicators	Omissions	External Assurance
Tobacco Cessation	Indirect Economic Impacts	EC8	Significant indirect economic impacts, including the extent of impacts	<p>According to the Centers for Disease Control, in the United States the total economic cost of smoking is more than \$300 billion a year.</p> <p>In September 2015 we released results from a study that showed our decision to stop selling tobacco products resulted in a measurable reduction in cigarette purchases. Measuring Impact, p. 44, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i></p>		
	Marketing and Communications	PR6	Sale of banned or disputed products	Focus: Tobacco free lives, p. 43, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
Wages and Benefits	Employment	LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Delivering Comprehensive Benefits and Compensation, p. 80, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
Employee Growth and Development	Training and Education	LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Advancing the Careers of our Colleagues, p. 80, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
Employee Health and Wellness	Employment	LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	Helping Colleagues On Their Path to Better Health, p. 81, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		

Material Issue	Material Aspect	Indicator	Indicator	Response/Page/Link for DMA and Indicators	Omissions	External Assurance
Diversity and Inclusion	Diversity and Equal Opportunity	LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Building Board Diversity, p. 94, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i> Workforce Diversity Data, p. 91, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
Workplace Safety	Occupational Health and Safety	LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	Measuring Safety Performance, p. 85, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
Human Rights	Investment	HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Global Supplier Audit Program, p. 103, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
	Child Labor	HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	Zero Tolerance Incidences, p. 104, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
	Supplier Human Rights Assessment	HR10	Percentage of new suppliers that were screened using human rights criteria	Global Supplier Audit Program, p. 103, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
	Supplier Human Rights Assessment	HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	Zero Tolerance Incidences, p. 104, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		

Material Issue	Material Aspect	Indicator	Indicator	Response/Page/ Link for DMA and Indicators	Omissions	External Assurance
Information Security and Customer Privacy	Customer Privacy	PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Ensuring Customer, Patient and Employee Privacy, p. 99, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i> We publicly report breaches to HHS Office of Civil Rights. See p. 14 of the report: https://ocrportal.hhs.gov/ocr/breach/breach_report.jsf		
Public Policy and Political Disclosure	Public Policy	SO6	Total value of political contributions by country and recipient/beneficiary	Transparency Regarding Political Donations, p. 96, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
Governance	Diversity and Equal Opportunity	LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	Building Board Diversity, p. 94, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		

Material Issue	Material Aspect	Indicator	Indicator	Response/Page/ Link for DMA and Indicators	Omissions	External Assurance
Energy Use and GHG Emissions	Emissions	EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	<p>Greenhouse Gas Emissions by Scope, p. 53, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report</p> <p>A breakdown of Scope I and III data is included at the end of this Index</p> <p>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.</p>		CVS Health carbon footprint data has been audited by Ernst and Young

Material Issue	Material Aspect	Indicator	Indicator	Response/Page/Link for DMA and Indicators	Omissions	External Assurance
Energy Use and GHG Emissions (Continued)	Emissions	EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	Greenhouse Gas Emissions by Scope, p. 53, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i> 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; the emissions factors used are the eGRID2012, published in 2015; and the consolidation approach is based on operational control.		CVS Health carbon footprint data has been audited by Ernst and Young
	Emissions	EN18	Greenhouse gas (GHG) emissions intensity	Climate Change and GHG Emissions, p. 51, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		CVS Health carbon footprint data has been audited by Ernst and Young
	Emissions	EN19	Reduction of greenhouse gas (GHG) emissions	Climate Change and GHG Emissions, p. 51, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		CVS Health carbon footprint data has been audited by Ernst and Young
	Transport	EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	Transportation, p. 51, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
Climate Risks	Economic Performance	EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Climate Change Risks and Opportunities, p. 52, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>	We do not have data on the costs of actions taken to manage the risk or opportunity.	

Material Issue	Material Aspect	Indicator	Indicator	Response/Page/ Link for DMA and Indicators	Omissions	External Assurance
Waste and E-waste	Effluents and Waste	EN23	Total weight of waste by type and disposal method	Waste Diversion and Recycling, p. 57, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report Hazardous waste and disposal methods are reported at the end of this Index.	We identified waste and e-waste as a material issue, given the size of our operations. We do not have accurate data that measures total solid waste by type and disposal across our entire company, due to the varying municipal waste regulations in the communities where we operate, as well as varying contracts we hold with third-party waste haulers.	
Water	Water	EN8	Total water withdrawal by source	Water, p. 56, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report		
Medication Adherence	Indirect Economic Impacts	EC8	Significant indirect economic impacts, including the extent of impacts	Lowering Costs, p. 37, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report		
Coordination of Care	Indirect Economic Impacts	EC8	Significant indirect economic impacts, including the extent of impacts	Focus: Integration and coordination of care, p. 38, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report		

Material Issue	Material Aspect	Indicator	Indicator	Response/Page/Link for DMA and Indicators	Omissions	External Assurance
Patient and Customer Safety	Customer Health and Safety	PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Quality assurance is a mandatory procedure performed by our pharmacists with every prescription filled. Focus: Prescription Safety, p. 39, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
	Product and Service Labeling	PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant products and service categories subject to such information requirements	To ensure patient safety, 100% of our prescription labels meet both regulatory requirements and our internal standards. Enhancing Prescription Accuracy, Safety and Effectiveness, p. 39, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
Customer Service	Product and Service Labeling	PR5	Results of surveys measuring customer satisfaction	Enhancing the MinuteClinic Experience, p. 40, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i> Listening to CVS Pharmacy Customers, p. 40, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
Pricing of Drugs and Services	Indirect Economic Impacts	EC8	Significant indirect economic impacts, including the extent of impacts	Making Prescription Drugs and Services More Affordable, p. 24, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		

Material Issue	Material Aspect	Indicator	Indicator	Response/Page/Link for DMA and Indicators	Omissions	External Assurance
Location of Stores and Clinics	Indirect Economic Impacts	EC8	Significant indirect economic impacts, including the extent of impacts	Large pockets of underserved and rural communities lack retail medical clinics or pharmacies. In 2015, we began to work with direct-to-consumer telehealth providers to improve and expand the care of patients at home. Expanding MinuteClinic's Reach through Telehealth, p. 24, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report.		
Community Investments	Indirect Economic Impacts	EC8	Significant indirect economic impacts, including the extent of impacts	Reaching Diverse Communities through Project Health, p. 25, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report		
	Economic Performance	EC1	Direct economic value generated and distributed, including total value of community investments	Company Profile, p. 8, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report		
Sustainability Risk and Assessment	Supplier Environmental Assessment	EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	Focus: Supply chain sustainability, p. 71, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report		
Deforestation (paper, palm oil)	Supplier Environmental Assessment	EN32	Percentage of new suppliers that were screened using environmental criteria	Reducing the Impacts of Deforestation, p. 71, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report Choosing the Right Ingredients, p. 66, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report		
	Materials	EN2	Percentage of materials used that are recycled input materials	Reducing the Impacts of Deforestation, p. 71, <i>Prescription for a Better World 2015</i> Corporate Social Responsibility Report		

Material Issue	Material Aspect	Indicator	Indicator	Response/Page/Link for DMA and Indicators	Omissions	External Assurance
Supplier Diversity	Procurement Practices	EC9	Proportion of spending on local suppliers at significant locations of operation	Supplier Diversity Program, p. 105, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
Product Ingredients	Products and Services	EN27	Extent of impact mitigation of environmental impacts of products and services	Choosing the Right Ingredients, p. 66, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		
Packaging	Products and Services	EN27	Extent of impact mitigation of environmental impacts of products and services	Packaging, p. 67, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>	We continue to work with our suppliers to influence packaging design for most of our CVS Brand products, in addition to partnering with our national brand vendors on their packaging efforts. We do not, however, track packaging reductions quantitatively.	
Labeling and Transparency	Product and Service Labeling	PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant products and service categories subject to such information requirements	We have a growing line of healthier snacks that fall under the FitChoices™ category, as well as other organic personal care products. Efforts to label the environmental and social benefits is a focus for these products. Expanding Healthy Food and Snack Options, p. 33, <i>Prescription for a Better World 2015 Corporate Social Responsibility Report</i>		

GHG Emissions Breakdown

GHG Emissions (Tonnes of CO2e)

Scope 1	2015	2014	2013
Total	215,060	185,548	193,091
Natural Gas	66,002	74,330	65,469
Other Fuels	2,885	3,010	3,893
Corporate Fleet	5,570	9,823	13,881
Private Delivery Fleet	32,858	30,190	23,012
Refrigerants	101,646	62,589	80,655
Air Fleet	6,098	5,606	6,180
Scope 2			
Total	1,368,598	1,468,193	1,465,827
Electricity, Steam, and Chilled Water	1,368,598	1,468,193	1,465,827
Scope 3			
Total	89,388	78,344	73,872
Dedicated Delivery Fleet	51,449	47,495	48,254
Business Travel	28,885	25,281	193,091
Rental Cars	3,332	24,134	1,484
Personal Cars	5,721	3,712	–

* Note: In 2012, emissions from Private and Dedicated Delivery Fleets were both reported under Scope 1 as part of Private Delivery Fleet. In 2013, emissions from Dedicated Delivery Fleet were moved to Scope 3. For 2014 and 2015 the Dedicated Delivery Fleet remained under Scope 3.

GHG Emissions Scope Breakdown (%)

Scope 1	2015	2014	2013
Total	12%	11%	12%
Natural Gas	4.0%	4.3%	3.8%
Other Fuels	0.2%	0.2%	0.2%
Corporate Fleet	0.3%	0.6%	0.8%
Private Delivery Fleet	1.9%	1.7%	1.3%
Refrigerants	5.3%	3.6%	4.7%
Air Fleet	0.4%	0.3%	0.4%
Scope 2			
Total	83%	84%	84%
Electricity, Steam, and Chilled Water	83%	84%	84%
Scope 3			
Total	5%	5%	4%
Dedicated Delivery Fleet	3.1%	2.7%	2.8%
Business Travel	1.8%	1.5%	1.4%
Rental Cars	0.2%	0.1%	0.1%
Personal Cars	0.4%	0.2%	–

* Note: In 2012, emissions from Private and Dedicated Delivery Fleets were both reported under Scope 1 as part of Private Delivery Fleet. In 2013, emissions from Dedicated Delivery Fleet were moved to Scope 3. For 2014 and 2015 the Dedicated Delivery Fleet remained under Scope 3.

Hazardous Waste Disposal Methods for 2015

Disposal Methods	Waste in Tons	% of Total
Waste to Energy	1,848	54.21
Recycle/Metals Recovery	543	15.93
Fuels Blending	522	15.31
Incineration	372	10.91
Neutralization/Waste Water Treatment	124	3.64
Stabilization/Landfill	0	0.00
Total Waste Shipped	3,409	

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