

**Better Health,  
Better Community,  
Better World.**

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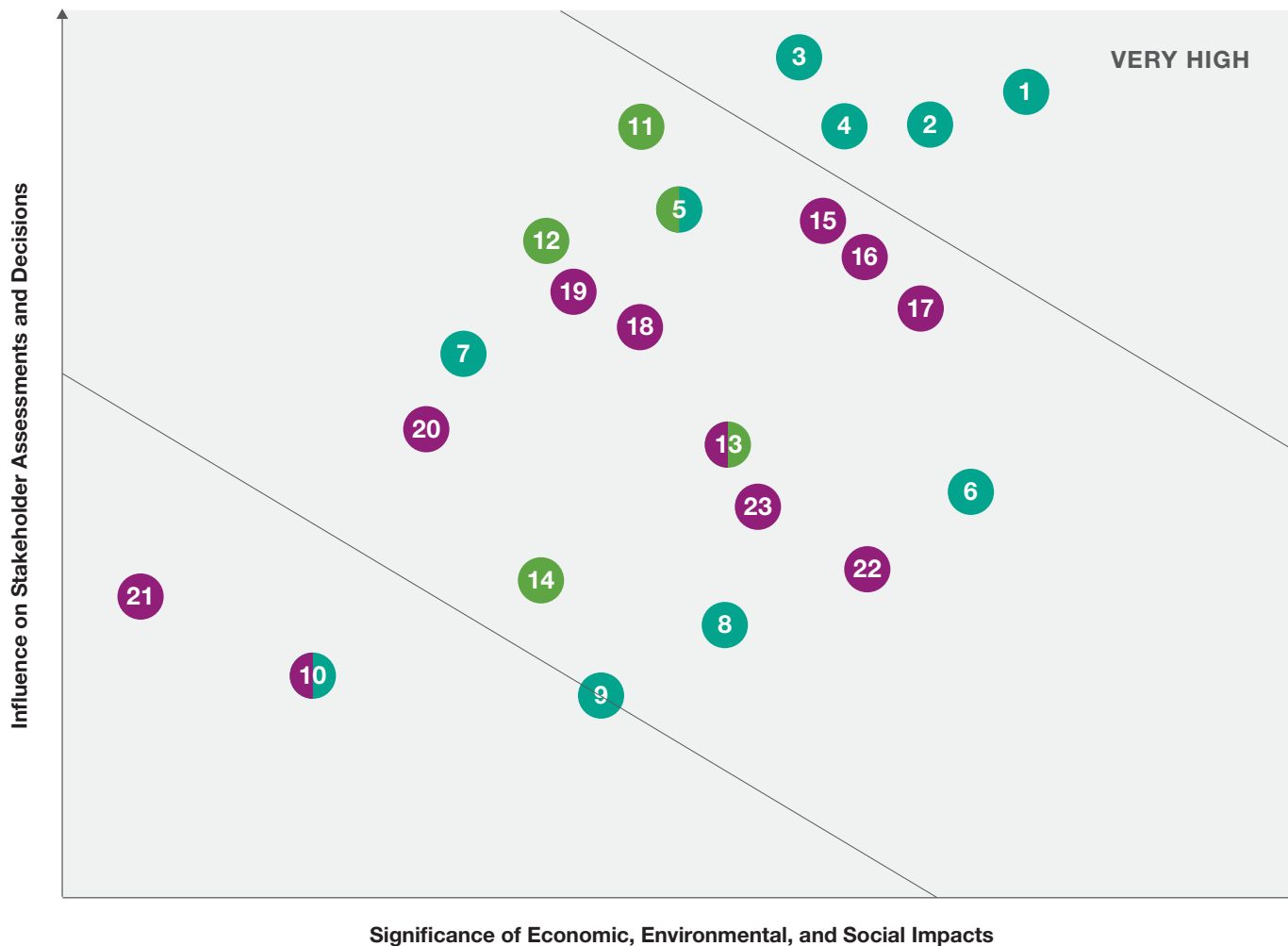
# CSR Material Topics

Our CSR material topics inform the content of this report. These 23 topics below represent our most significant economic, environmental and social impacts, as well as those topics that substantively influence the assessments

and decisions of our stakeholders. We conducted a comprehensive materiality assessment in 2017 in accordance with the Global Reporting Initiative (GRI) Standards' guidance for defining material topics. We find these issues

remain relevant for the 2018 reporting year and will conduct another materiality assessment in 2019 to reflect our evolving business strategy and stakeholder expectations.

- **Building Healthier Communities**
- **Leading and Inspiring Growth**
- **Protecting Our Planet**



- 1 Access to quality health care
- 2 Pricing of drugs and services
- 3 Patient and customer safety
- 4 Prescription drug abuse
- 5 Product quality and ingredients
- 6 Chronic disease prevention and management
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# 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 through external research, competitive benchmarking and review of internal documents.

## 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 23 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

| Building Healthier Communities            | Definition  |
|---|---|
| Access to quality health care             | Ensure patients and customers are able to access quality health care. Includes retail locations, coordination of care and customer service.   |
| Pricing of drugs and services             | Ensure patients and customers are able to afford health care.   |
| Patient and customer safety               | Protect the health and safety of patients and customers who may use or be exposed to products and services.   |
| Prescription drug abuse                   | Combat prescription drug abuse in the interest of patient well-being. Includes policy initiatives and efforts to reclaim unused medications through drug take-back programs.  |
| Product quality and ingredients           | Manage product design and production to ensure products meet specifications and customer expectations. Design products that minimize environmental impacts throughout the life cycle and are safe for their intended and likely uses. |
| Chronic disease prevention and management | Help patients avoid chronic conditions by promoting healthy lifestyles, and support those diagnosed with chronic conditions to manage their conditions.   |
| Tobacco use                               | Deliver the first tobacco-free generation.  |
| Community investments                     | Engage with and support local communities through philanthropy, volunteerism, product donations and pro bono services. Support local communities through jobs and taxes paid.   |
| Medication adherence                      | Reduce hospital readmissions by helping patients with chronic conditions take their medications as prescribed.  |
| Public policy                             | Engage policymakers to find solutions that both support business interests and create desirable outcomes for stakeholders. Includes public health focus.  |

# Material Topics Defined

| Leading and Inspiring Growth       | Definition   |
|------------------------------------|--|
| <b>Ethics and compliance</b>       | Ensure compliance with applicable laws and regulations to prevent illegal behavior, including corruption and bribery.  |
| <b>Governance</b>                  | Administer a system of rules, practices and processes by which they are directed and controlled. Includes sustainability management, executive compensation tied to sustainability and engaging colleagues around sustainability.  |
| <b>Diversity and inclusion</b>     | Foster a diverse and inclusive workplace, accepting of all employees 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. |
| <b>Human rights</b>                | Manage human rights within operations and communities where the organization operates. Includes policies to protect human rights and mechanisms to track incidents of human rights violations.   |
| <b>Data protection and privacy</b> | Protect patient and customer information by handling the sensitive personal information that individuals provide in the course of everyday transactions with care, concern and confidentiality.  |
| <b>Workforce development</b>       | Recruit and retain a skilled, talented and motivated workforce. Provide underserved populations with opportunities to pursue health care careers. Includes managing the development of employee skills, competencies and qualifications for both the company's and employees' benefit.   |
| <b>Risk management</b>             | Include process for evaluating risk factors and opportunities, particularly related to sustainability topics, in business decisions.   |

# Material Topics Defined

| Leading and Inspiring Growth       | Definition   |
|------------------------------------|--|
| <b>Public policy</b>               | Engage with policymakers to find solutions that both support business interests and create desirable outcomes for stakeholders. Includes disclosure of political contributions.  |
| <b>Wages and benefits</b>          | Provide an appropriate level of financial compensation and related benefits to employees, and fairness across roles, regions and organizational levels.  |
| <b>Employee health and safety</b>  | Protect employees from occupational injuries and illnesses through design of safe operations and work practices, training programs and safety management systems. Provide proactive wellness programs and initiatives aimed at helping colleagues on their path to better health.        |
| <b>Supply chain responsibility</b> | Evaluate and manage supply chain logistics incorporating environmental and social considerations in order to mitigate risk and promote good performance and transparency throughout the supply chain. Includes responsible sourcing, supply chain sustainability and supplier diversity. |

# Material Topics Defined

| Protecting Our Planet           | Definition   |
|---------------------------------|--|
| Climate risks                   | Commit to addressing our climate-related impacts by reducing our greenhouse gas emissions and embedding sustainability across our organization.  |
| Product quality and ingredients | Manage product design and production to ensure products meet specifications and customer expectations. Design products that minimize environmental impact throughout the life cycle and are safe for their intended and likely uses.   |
| Sustainable operations          | Reduce consumption of resources, waste and impact on the natural environment, while improving product/service value. Includes energy use and GHG emissions, water, waste and renewable energy.   |
| Supply chain responsibility     | Evaluate and manage supply chain logistics incorporating environmental and social considerations in order to mitigate risk and promote good performance and transparency throughout the supply chain. Includes responsible sourcing, supply chain sustainability and supplier diversity. |
| Packaging                       | Minimize products' direct impact on the environment by selling products that are packaged sustainably.   |



# Material Topics Boundaries

| Building Healthier Communities            | 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<br>416-1    |                                  | X                                 |
| Pricing of drugs and services             | Economic Performance; Indirect Economic Impacts       | 201-1<br>203-2    | X                                | X                                 |
| Patient and customer safety               | Customer Health and Safety; Marketing and Labeling    | 416-1<br>417-1    |                                  | X                                 |
| Prescription drug abuse                   | Customer Health and Safety; Marketing and Labeling    | 416-1<br>417-1    |                                  | X                                 |
| Product quality and ingredients           | Materials; Marketing and Labeling                     | 301-2<br>417-1    |                                  | X                                 |
| Chronic disease prevention and management | Customer Health and Safety                            | 416-1             |                                  | X                                 |
| Tobacco use                               | Product Quality and Ingredient                        | 416-1<br>417-1    |                                  | X                                 |
| Community investments                     | Economic Performance; Indirect Economic Impacts       | 201-1<br>203-2    |                                  | X                                 |
| Medication adherence                      | Customer Health and Safety; Marketing and Labeling    | 416-1<br>417-1    |                                  | X                                 |
| Public policy                             | Public Policy   | 415-1             | X                                | X                                 |

# Material Topics Boundaries

| Leading and Inspiring Growth       | GRI Standard   | Disclosure Number       | Material Within the Organization | Material Outside the Organization |
|------------------------------------|--|-------------------------|----------------------------------|-----------------------------------|
| <b>Ethics and compliance</b>       | Ethics and Integrity; Environmental Compliance; Socioeconomic Compliance | 102-16<br>307-1         | X                                | X                                 |
| <b>Governance</b>                  | General Disclosure; Public Policy; Customer Privacy                      | 102-18<br>415-1         | X                                | X                                 |
| <b>Diversity and inclusion</b>     | Diversity and Equal Opportunity  | 405-1                   | X                                |                                   |
| <b>Human rights</b>                | Child Labor; Human Rights Assessment; Supplier Social Assessment         | 408-1<br>412-1<br>412-3 | X                                | X                                 |
| <b>Data protection and privacy</b> | Customer Privacy   | 418-1                   |                                  | X                                 |
| <b>Workforce development</b>       | Employment; Training and Education                                       | 401-1<br>404-2          | X                                |                                   |
| <b>Risk management</b>             | General Disclosures  | 102-15<br>102-29        | X                                | X                                 |

# Material Topics Boundaries

| Leading and Inspiring Growth | GRI Standard   | Disclosure Number                | Material Within the Organization | Material Outside the Organization |
|------------------------------|--|----------------------------------|----------------------------------|-----------------------------------|
| Public policy                | Public policy  | 415-1                            | X                                | X                                 |
| Wages and benefits           | Employment; Training and Education   | 401-2<br>404-2                   | X                                |                                   |
| Employee health and safety   | Occupational Health and Safety   | 415-1                            | X                                |                                   |
| Supply chain responsibility  | Procurement Practices; Supplier Environmental Assessment; Child Labor, Human Rights Assessment; Child Labor; Supplier Social | 204-1<br>308-1<br>408-1<br>412-3 |                                  | X                                 |

# Material Topics Boundaries

| Protecting Our Planet           | GRI Standard   | Disclosure Number                                  | Material Within the Organization | Material Outside the Organization |
|---------------------------------|--|--|----------------------------------|-----------------------------------|
| Climate risks                   | Economic Performance; Energy; Emissions  | 201-2<br>302-1<br>305-1<br>305-2<br>305-4          | X                                | X                                 |
| Product quality and ingredients | Materials; Marketing and Labeling  | 301-2<br>417-1                                     |                                  | X                                 |
| Sustainable operations          | Energy; Water; Emissions; Effluents and Waste  | 302-1<br>303-1<br>305-1<br>305-2<br>305-4<br>305-5 | X                                | X                                 |
| Supply chain responsibility     | Procurement Practices; Supplier Environmental Assessment; Child Labor; Human Rights Assessment; Supplier Social Assessment | 204-1<br>308-1<br>408-1<br>412-3<br>414-1<br>414-2 |                                  | X                                 |
| Packaging                       | Materials; Marketing and Labeling  | 301-2<br>417-1                                     |                                  | X                                 |

# Workforce Diversity Data

## Employment by Type and Gender

Total Employee Count 243,000 as of 12/31/2018 – This figure does not include Aetna® colleagues.

### Employment + Type

|           | 2018 | 2017 | 2016 |
|-----------|------|------|------|
| Full-time | 65%  | 65%  | 63%  |
| Part-time | 35%  | 35%  | 37%  |

### Employment + Gender

|             | 2018* | 2017 | 2016 |
|-------------|-------|------|------|
| Female      | 69%   | 68%  | 68%  |
| Male        | 31%   | 31%  | 31%  |
| Unspecified | <1%   | <1%  | <1%  |

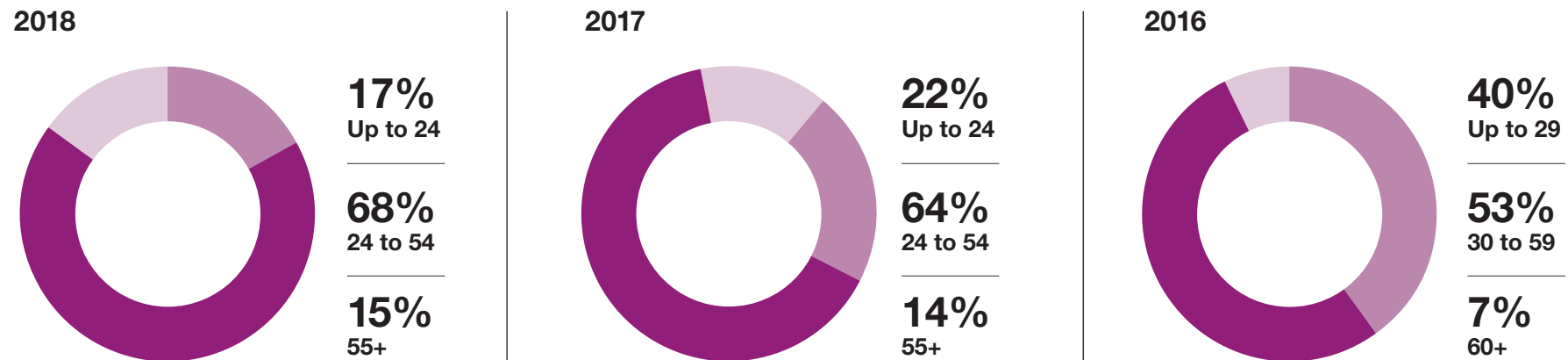
\*Total does not add to 100 due to rounding.

# Workforce Diversity Data

## Employment by Age and Ethnicity

Total Employee Count 243,000 as of 12/31/2018 – This figure does not include Aetna colleagues.

### Employment + Age



### Employment + Ethnicity

|                        | 2018 | 2017* | 2016* |
|------------------------|------|-------|-------|
| White                  | 53%  | 54%   | 55%   |
| Black/African American | 16%  | 16%   | 16%   |
| Hispanic/Latino        | 14%  | 14%   | 13%   |
| Asian                  | 11%  | 11%   | 7%    |
| Other                  | 5%   | 5%    | 7%    |
| Not Specified          | 1%   | 1%    | 1%    |

\*Total does not add to 100 due to rounding.

# Workforce Diversity Data

## Gender by Employment Level

### Board of Directors + Gender

Total Board members: 12 (Board members pre-Aetna close)

|        | 2018 | 2017 | 2016 |
|--------|------|------|------|
| Female | 33%  | 33%  | 27%  |
| Male   | 67%  | 67%  | 73%  |

### Vice President and Above + Gender

Total Employee Count, Vice President and above: 221 as of 12/31/2018

|        | 2018 | 2017 | 2016 |
|--------|------|------|------|
| Female | 34%  | 31%  | 28%  |
| Male   | 66%  | 69%  | 72%  |

### Manager Level and Above + Gender

Total Employee Count: 35,140 as of 12/31/2018

|             | 2018* | 2017* | 2016* |
|-------------|-------|-------|-------|
| Female      | 51%   | 49%   | 48%   |
| Male        | 49%   | 51%   | 52%   |
| Unspecified | <1%   | <1%   | <1%   |

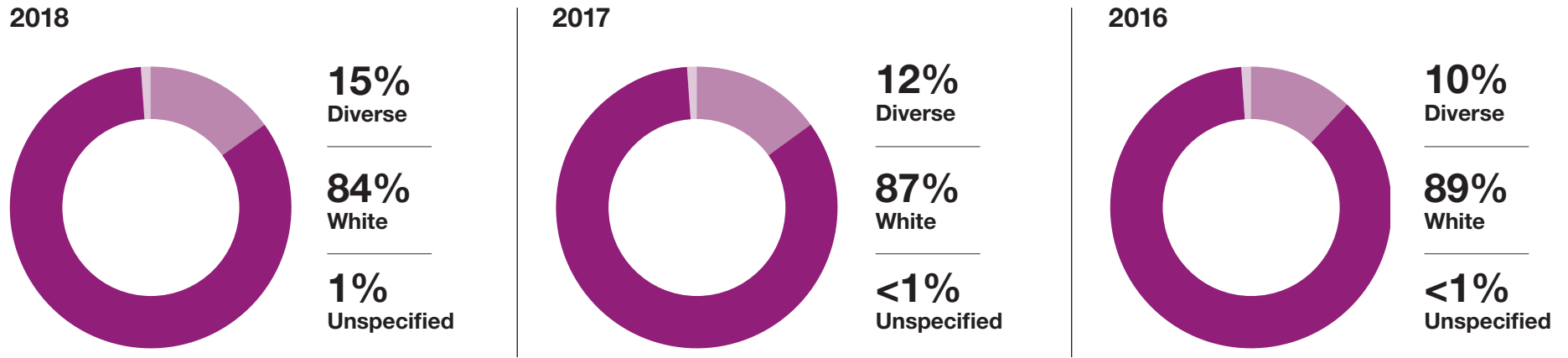
\*Total does not add to 100 due to rounding.

# Workforce Diversity Data

## Ethnicity by Employment Level

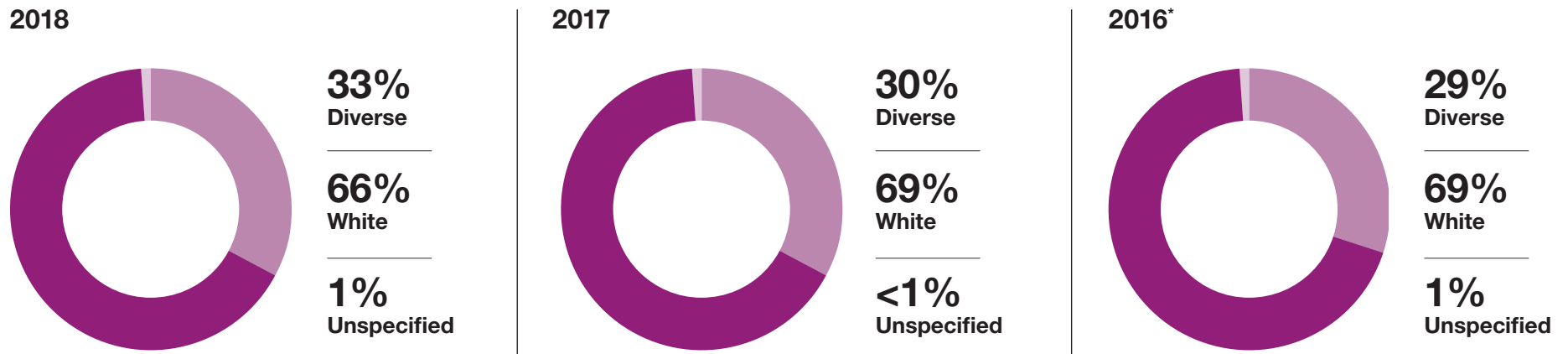
### Vice President and Above + Ethnicity

Total Employee Count, Vice President and above: 221 as of 12/31/2018



### Manager Level and Above + Ethnicity

Total Employee Count, manager level and above: 35,140 as of 12/31/2018



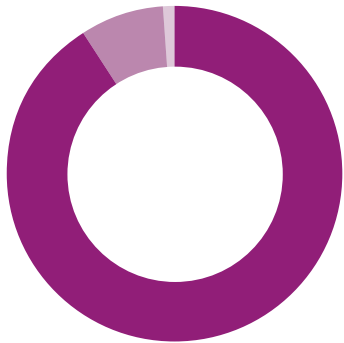
\*Total does not add to 100 due to rounding.



# Workforce Diversity Data

## Gender and Ethnicity by Role

Nurses  
+ Gender\*



**92%**  
Female

**8%**  
Male

**<1%**  
Unspecified

Pharmacists  
+ Gender\*

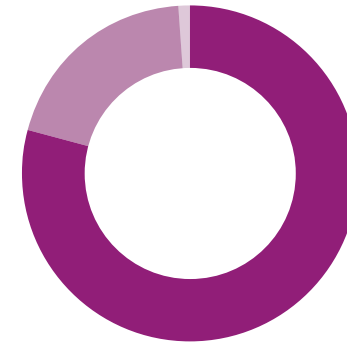


**63%**  
Female

**37%**  
Male

**<1%**  
Unspecified

Pharmacy Technicians  
+ Gender

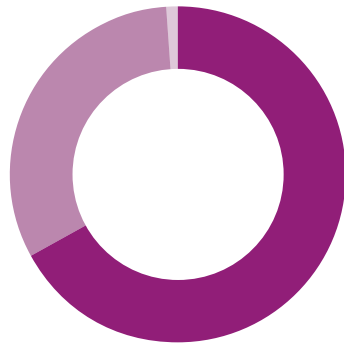


**80%**  
Female

**19%**  
Male

**<1%**  
Unspecified

Nurses  
+ Ethnicity



**32%**  
Diverse

**67%**  
White

**1%**  
Unspecified

Pharmacists  
+ Ethnicity

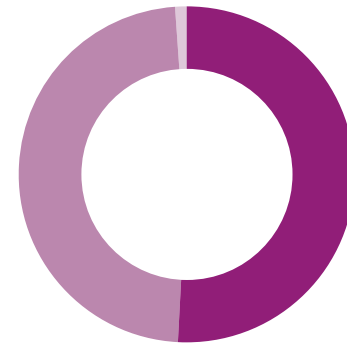


**40%**  
Diverse

**59%**  
White

**<1%**  
Unspecified

Pharmacy Technicians  
+ Ethnicity



**48%**  
Diverse

**51%**  
White

**1%**  
Unspecified

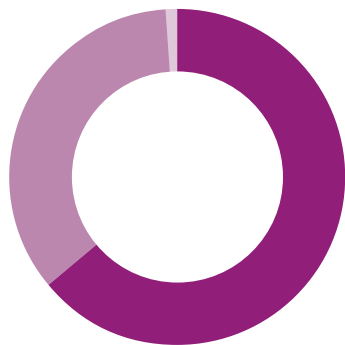
\*Total does not add to 100 due to rounding.



# Workforce Diversity Data

## Gender and Ethnicity by Role

Front Store  
+ Gender



**64%**  
Female

**35%**  
Male

**<1%**  
Unspecified

Distribution Center  
+ Gender\*



**44%**  
Female

**56%**  
Male

**<1%**  
Unspecified

Front Store  
+ Ethnicity

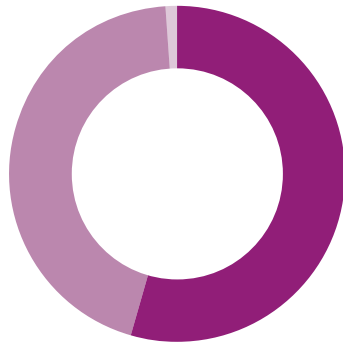


**50%**  
Diverse

**49%**  
White

**1%**  
Unspecified

Distribution Center  
+ Ethnicity\*



**45%**  
Diverse

**55%**  
White

**<1%**  
Unspecified

\*Total does not add to 100 due to rounding.

## Environmental Data

### Total Energy Usage by Type 2016–2018

|      | Electricity<br>(Million MWh) | Natural Gas<br>(Million Therms) | Propane & Oil<br>(Therms) | Fuel Consumption*<br>(Million Gallons) |
|------|------------------------------|---------------------------------|---------------------------|--|
| 2016 | 2.85                         | 11.4                            | 394,000                   | 11.3                                   |
| 2017 | 2.7                          | 12.2                            | 409,707                   | 11.0                                   |
| 2018 | 2.6                          | 14.2                            | 449,475                   | 11.4                                   |

### Total Carbon Footprint and Carbon Intensity Measurement 2016–2018

|      | CO2 Equivalents<br>(Metric Tonnes CO2e) | CO2 Equivalents<br>(Intensity per SF of<br>Retail Space in<br>Metric Tonnes) | Square Feet (of Retail<br>Space in Millions) | Cumulative Progress<br>Toward Carbon Intensity<br>Reduction Goal** |
|------|---|--|--|--|
| 2016 | 1,574,000                               | 0.0199   | 79.2   | 22%  |
| 2017 | 1,427,204                               | 0.018  | 79.5   | 30%  |
| 2018 | 1,363,887                               | 0.0170   | 80.4   | 34%  |

\*2016 data includes the addition of Omnicare®. 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 employee business travel air - info is unavailable).

\*\*Carbon Intensity Goal: Reduce carbon intensity by 15% by 2018, based on 2010 figures.



# Environmental Data

## GHG Emissions by Scope 2016–2018

A breakdown of Scope I, II and III 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 2016-2018 has been externally assured.

|   | 2018           |     | 2017           |     | 2016           |     |
|---|----------------|-----|----------------|-----|----------------|-----|
|   | Tonnes of CO2e | %   | Tonnes of CO2e | %   | Tonnes of CO2e | %   |
| <b>Scope 1</b><br><b>Natural Gas, Other Fuels, Corporate Jet, Corporate Car Fleet, Private Delivery Fleet, Refrigerants</b> | 177,347        | 13% | 206,086        | 14% | 198,047        | 12% |
| <b>Scope 2</b><br><b>Electricity, Steam, Chilled Water</b>  | 1,096,752      | 80% | 1,131,013      | 80% | 1,285,716      | 82% |
| <b>Scope 3</b><br><b>Dedicated Delivery Fleet, Employee Air Travel, Employee Personal Car Travel, Rental Cars</b>           | 89,788         | 7%  | 90,105         | 6%  | 90,590         | 6%  |



# Environmental Data

## GHG Emissions (Tonnes of CO2e) 2016–2018

| Scope 1                                      | 2018        | 2017        | 2016        |
|--|-------------|-------------|-------------|
| <b>Total</b>                                 | 177,347     | 206,086     | 198,047     |
| <b>Natural Gas</b>                           | 75,280      | 64,670      | 60,864      |
| <b>Other Fuels</b>                           | 2,904       | 2,656       | 2,575       |
| <b>Corporate Fleet</b>                       | 5,491       | 6,771       | 5,817       |
| <b>Private Delivery Fleet</b>                | 33,254      | 32,161      | 36,119      |
| <b>Refrigerants</b>                          | 55,549      | 95,308      | 86,929      |
| <b>Air Fleet</b>                             | 4,869       | 4,520       | 5,745       |
| <b>Scope 2</b>                               | <b>2018</b> | <b>2017</b> | <b>2016</b> |
| <b>Total</b>                                 | 1,096,752   | 1,131,013   | 1,285,716   |
| <b>Electricity, Steam, and Chilled Water</b> | 1,096,752   | 1,131,013   | 1,285,716   |
| <b>Scope 3</b>                               | <b>2018</b> | <b>2017</b> | <b>2016</b> |
| <b>Total</b>                                 | 89,788      | 90,105      | 90,590      |
| <b>Dedicated Delivery Fleet</b>              | 53,932      | 53,469      | 50,310      |
| <b>Business Travel</b>                       | 19,889      | 23,129      | 27,394      |
| <b>Rental Cars</b>                           | 3,553       | 2,408       | 2,427       |
| <b>Personal Car</b>                          | 12,413      | 11,099      | 10,460      |

# Environmental Data

## GHG Emissions Scope Breakdown 2016–2018

| Scope 1                                      | 2018        | 2017        | 2016        |
|--|-------------|-------------|-------------|
| <b>Total</b>                                 | 13%         | 14%         | 12%         |
| <b>Natural Gas</b>                           | 6%          | 5%          | 4%          |
| <b>Other Fuels</b>                           | 0%          | 0%          | 0%          |
| <b>Corporate Fleet</b>                       | 0%          | 1%          | 0%          |
| <b>Private Delivery Fleet</b>                | 2%          | 2%          | 2%          |
| <b>Refrigerants</b>                          | 4%          | 7%          | 6%          |
| <b>Air Fleet</b>                             | 0%          | 0%          | 0%          |
| <b>Scope 2</b>                               | <b>2018</b> | <b>2017</b> | <b>2016</b> |
| <b>Total</b>                                 | 80%         | 79%         | 82%         |
| <b>Electricity, Steam, and Chilled Water</b> | 80%         | 79%         | 82%         |
| <b>Scope 3</b>                               | <b>2018</b> | <b>2017</b> | <b>2016</b> |
| <b>Total</b>                                 | 7%          | 6%          | 6%          |
| <b>Dedicated Delivery Fleet</b>              | 4%          | 4%          | 3%          |
| <b>Business Travel</b>                       | 1%          | 2%          | 2%          |
| <b>Rental Cars</b>                           | 0%          | 0%          | 0%          |
| <b>Personal Car</b>                          | 1%          | 1%          | 1%          |

# Environmental Data

## Hazardous Waste Disposal Methods 2016–2018

Hazardous waste and disposal methods are reported in the table below. 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.

| Disposal Methods                     | Waste in Tonnes 2018 | % of Total 2018 | Waste in Tonnes 2017 | % of Total 2017 | Waste in Tonnes 2016 | % of Total 2016 |
|--------------------------------------|----------------------|-----------------|----------------------|-----------------|----------------------|-----------------|
| Waste to Energy                      | 2,274                | 44.94%          | 2,022                | 42.7%           | 1,890                | 55.02%          |
| Recycle/Metals Recovery              | 425                  | 8.39%           | 491                  | 10.37%          | 507                  | 14.75%          |
| Fuels Blending                       | 486                  | 9.6%            | 509                  | 10.74%          | 525                  | 15.27%          |
| Incineration                         | 1,515                | 29.93%          | 1,564                | 33.02%          | 429                  | 12.49%          |
| Neutralization/Waste Water Treatment | 95                   | 1.88%           | 143                  | 3.03%           | 85                   | 2.47%           |
| Stabilization/Landfill               | 0                    | 0%              | 1                    | 0.03%           | 0                    | 0%              |
| Autoclave*                           | 266                  | 5.26%           | 5                    | 0.11%           | N/A                  | N/A             |
| <b>Total Waste Shipped</b>           | <b>5,060</b>         | <b>100%</b>     | <b>4,736</b>         | <b>100%</b>     | <b>3,436</b>         | <b>100%</b>     |

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



# Environmental Data

## Recycling Figures 2018

- 247,318 tons were recycled through all programs at retail stores, corporate offices and distribution centers (including Coram, Caremark and Omnicare)
- 16.65 tons of plastic bags were diverted from landfills to our plastic bag recycling program (G2)
- Other recycling figures:
  - 34.48 tons of mixed paper (G2)
  - 4.88 tons of PET and plastic bottles (G2)
  - 1.40 tons of aluminum cans and materials (G2)
  - 1.08 tons of glass (G2)
  - 1.00 ton of HDPE (G2)
  - 0.97 tons of white paper (G2)
  - 0.10 tons of Styrofoam cups (G2)
  - 0.10 tons of plastic film (G2)
  - 0.12 tons of bimetal cans (G2)
  - 187,942 boxes (Stericycle & G2)
  - 41.16 tons of metals (Stericycle)
  - 1,097,800 kWh from waste to energy (Stericycle)
  - 1,996 tons CO2 eliminated from waste to energy (Stericycle)





# Environmental Data

## Water Use Intensity Measurement 2016–2018

|      | Total Water Usage (ML) | SF of Retail Space (Millions) | Normalized Water Usage (Per SF of Retail Space in ML) |
|------|------------------------|-------------------------------|---|
| 2016 | 5,711                  | 79.2                          | 0.000072  |
| 2017 | 5,554                  | 79.5                          | 0.00070   |
| 2018 | 5,791                  | 80.4                          | 0.000072  |

In 2018, our water usage per square foot of retail space increased by 3 percent, and our total water use increased by four percent from 2017 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.

# 2018 Zero Tolerance Summary

| Zero Tolerance Issues/<br>Low Scoring Factories  | Number of<br>Factories Found<br>to Have a Zero<br>Tolerance Issue | Action Taken  | Follow-up/Remediation Process   |
|--|---|---|---|
| Child labor  | —   | N/A   | N/A   |
| Attempted bribery (factory management bribing the auditor to receive a passing score on the audit) | 2   | Orders were canceled. The identified facility was placed on probation.  | Production orders were moved to an approved facility.   |
| Life threatening conditions—locked/blocked exits   | 25  | In one facility orders were canceled and moved to an approved factory. The identified facility was placed on probation. | For 24 of the locked/blocked exit findings, the factories corrected the issue immediately and sent proof that they corrected the findings. An unannounced verification audit was conducted within 30 days to ensure that the corrective actions were being implemented. |
| Forced/person labor, human trafficking   | —   | N/A   | N/A   |
| Abuse and harassment   | —   | N/A   | N/A   |
| Falsified documents  | —   | N/A   | N/A   |
| Confirmed falsified audit report and/or business license   | —   | N/A   | N/A   |
| Intentional nondisclosure of finished goods subcontracting   | —   | N/A   | N/A   |

# 2018 GRI Index

## General Disclosures

### Organizational Profile

| Disclosure No. | Disclosure Title                           | 2018 CVS Health Response   |
|----------------|--|--|
| 102-1          | Name of the organization                   | CVS Health   |
| 102-2          | Activities, brands, products and services  | Corporate Profile, p. 5, 2018 CSR Report   |
| 102-3          | Location of headquarters                   | Corporate Profile, p. 5, 2018 CSR Report   |
| 102-4          | Location of operations                     | Corporate Profile, p. 5, 2018 CSR Report   |
| 102-5          | Ownership and legal form                   | Corporate Profile, p. 5, 2018 CSR Report   |
| 102-6          | Markets served                             | Corporate Profile, p. 5, 2018 CSR Report   |
| 102-7          | Scale of the organization                  | Corporate Profile, p. 5, 2018 CSR Report<br>Quantity of products or services provided: In 2018, CVS Health's Retail/LTC Segment filled approximately 1.3 billion prescriptions and held 25.2% of the U.S. retail pharmacy market.                              |
| 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 more than 9,900 retail locations located primarily in the U.S.<br>CVS Health Workforce Diversity Data, p. 13, 2018 CSR Report Appendix |
| 102-9          | Supply chain                               | Corporate Profile, p. 5, 2018 CSR Report   |

# 2018 GRI Index

## General Disclosures

### Organizational Profile

| Disclosure No. | Disclosure Title   | 2018 CVS Health Response   |
|----------------|--|--|
| 102-10         | Significant changes to the organization and its supply chain | Corporate Profile, p. 5, 2018 CSR Report   |
| 102-11         | Precautionary principle or approach                          | <p>We do not have a formal policy regarding the precautionary principle.</p> <p>All store brand products must comply with FDA and government requirements and adhere to our <a href="#">Cosmetic Safety Policy</a> and Animal Testing Policy. These policies outline our commitment to providing customers with safe products 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> |
| 102-12         | External initiatives   | Stakeholder Engagement, p. 13, 2018 CSR Report; CSR Strategy, p. 9, 2018 CSR Report  |
| 102-13         | Membership of association                                    | Helping Reshape Public Policy, p. 58, 2018 CSR Report; <a href="#">Trade Association and Coalition Participation Report</a>  |

### Strategy

| Disclosure No. | Disclosure Title                     | 2018 CVS Health Response   |
|----------------|--------------------------------------|--|
| 102-14         | Statement from senior decision-maker | Letter from Larry Merlo, p. 3, 2018 CSR Report; Letter from Eileen Howard Boone, p. 4, 2018 CSR Report |
| 102-15         | Key impacts, risks and opportunities | <a href="#">2018 CVS Health Form 10-K</a>  |

# 2018 GRI Index

## General Disclosures

### Ethics and Integrity

| Disclosure No. | Disclosure Title                                    | 2018 CVS Health Response  |
|----------------|---|---|
| 102-16         | Values, principles, standards and norms of behavior | Corporate Profile, p. 5, 2018 CSR Report; Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report |
| 102-17         | Mechanisms for advice and concerns about ethics     | p. 58, <a href="#">CVS Health Code of Conduct</a> ; CVS Health Ethics Line 1-877-CVS-2040                     |

### Governance

| Disclosure No. | Disclosure Title   | 2018 CVS Health Response  |
|----------------|--|---|
| 102-18         | Governance structure   | <a href="#">CVS Health Corporate Governance Guidelines</a>  |
| 102-19         | Delegating authority   | CSR Governance, p. 11, 2018 CSR Report  |
| 102-20         | Executive-level responsibility for economic, environmental and social topics | CSR Governance, p. 11, 2018 CSR Report  |
| 102-21         | Consulting stakeholders on economic, environmental and social topics         | Stockholder outreach, <a href="#">2018 Proxy Statement</a> ; Stakeholder Engagement, p. 13, 2018 CSR Report |
| 102-22         | Composition of the highest governance body and its committees                | Committees of the Board, <a href="#">2018 Proxy Statement</a>   |
| 102-23         | Chair of the highest governance body   | Board Structures and Processes, <a href="#">2018 Proxy Statement</a>  |
| 102-24         | Nominating and selecting the highest governance body                         | <a href="#">CVS Health Corporate Governance Guidelines</a>  |
| 102-25         | Conflicts of interest  | Related Person Transaction Policy, <a href="#">2018 Proxy Statement</a>                                     |

# 2018 GRI Index

## General Disclosures

### Governance

| Disclosure No. | Disclosure Title  | 2018 CVS Health Response   |
|----------------|---|--|
| 102-26         | Role of highest governance body in setting purpose, values and strategy | CSR Governance, p. 11, 2018 CSR Report                                     |
| 102-27         | Collective knowledge of highest governance body                         | Committees of the Board, <a href="#">2018 Proxy Statement</a>              |
| 102-28         | Evaluating the highest governance body's performance                    | <a href="#">CVS Health Corporate Governance Guidelines</a>                 |
| 102-29         | Identifying and managing economic, environmental and social impacts     | CSR Governance, p. 11, 2018 CSR Report                                     |
| 102-30         | Effectiveness of risk management processes                              | CSR Governance, p. 11, 2018 CSR Report                                     |
| 102-31         | Review of economic, environmental and social topics                     | CSR Governance, p. 11, 2018 CSR Report                                     |
| 102-32         | Highest governance body's role in sustainability reporting              | CSR Governance, p. 11, 2018 CSR Report                                     |
| 102-33         | Communicating critical concerns   | CSR Governance, p. 11, 2018 CSR Report                                     |
| 102-34         | Nature and total number of critical concerns                            | CSR Governance, p. 11, 2018 CSR Report                                     |
| 102-35         | Remuneration policies   | CSR Governance, p. 11, 2018 CSR Report                                     |
| 102-36         | Process for determining remuneration                                    | Compensation Discussion and Analysis, <a href="#">2018 Proxy Statement</a> |
| 102-37         | Stakeholders' involvement in remuneration                               | Compensation Discussion and Analysis, <a href="#">2018 Proxy Statement</a> |

# 2018 GRI Index

## General Disclosures

### Governance

| Disclosure No. | Disclosure Title                | 2018 CVS Health Response   |
|----------------|---------------------------------|--|
| 102-38         | Annual total compensation ratio | Compensation Discussion and Analysis, <a href="#">2018 Proxy Statement</a> |

### Stakeholder Engagement

| Disclosure No. | Disclosure Title                       | 2018 CVS Health Response  |
|----------------|--|---|
| 102-40         | List of stakeholder groups             | Stakeholder Engagement, p. 13, 2018 CSR Report  |
| 102-41         | Collective bargaining agreements       | As of December 31, 2018, approximately six percent of employees were covered by collective bargaining agreements. |
| 102-42         | Identifying and selecting stakeholders | Stakeholder Engagement, p. 13, 2018 CSR Report  |
| 102-43         | Approach to stakeholder engagement     | Stakeholder Engagement, p. 13, 2018 CSR Report  |
| 102-44         | Key topics and concerns raised         | Stakeholder Engagement, p. 13, 2018 CSR Report  |

### Reporting Practice

| Disclosure No. | Disclosure Title   | 2018 CVS Health Response                          |
|----------------|--|---|
| 102-45         | Entities included in the consolidated financial statements | <a href="#">2018 CVS Health Form 10-K</a>         |
| 102-46         | Defining report content and topic boundaries               | <a href="#">p. 5-12, 2018 CSR Report Appendix</a> |

# 2018 GRI Index

## General Disclosures

### Reporting Practice

| Disclosure No. | Disclosure Title   | 2018 CVS Health Response   |
|----------------|--|--|
| 102-47         | List of material topics                                  | <a href="#">p. 3, 2018 CSR Report Appendix</a>   |
| 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. 74, 2018 CSR Report  |
| 102-50         | Reporting period   | January 1 – December 31, 2018  |
| 102-51         | Date of most recent report                               | April 2018   |
| 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 <a href="mailto:CSR@CVSHealth.com">CSR@CVSHealth.com</a> , or:<br>CVS Health Corporation<br>Attn: SVP, Corporate Social Responsibility & Philanthropy<br>1 CVS Drive, Woonsocket, RI 02895<br>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 to verify our carbon footprint data.  |



# 2018 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                             | <a href="#">p. 5-12, 2018 CSR Report Appendix</a> ; Corporate Profile, p. 5, 2018 CSR Report    |
| 103-2          | The management approach and its components                                     | <a href="#">p. 5-12, 2018 CSR Report Appendix</a> ; Corporate Profile, p. 5, 2018 CSR Report    |
| 103-3          | Evaluation of the management approach  | Corporate Profile, p. 5, 2018 CSR Report  |
| 201-1          | Direct economic value generated and distributed                                | Corporate Profile, p. 5, 2018 CSR Report  |
| 201-2          | Financial implications and other risks and opportunities due to climate change | Protecting Our Planet, p. 62, 2018 CSR Report; <a href="#">2018 CDP Climate Change Response</a> |

### 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, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report          |
| 103-2          | The management approach and its components         | Corporate Profile, p. 5, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report          |
| 103-3          | Evaluation of the management approach              | Corporate Profile, p. 5, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report          |
| 203-2          | Significant indirect economic impacts              | Generating Economic Impact with Diverse and Women-Owned Suppliers, p. 59, 2018 CSR Report |

# 2018 GRI Index

## Topic-Specific Standards

### 204: Procurement Practices

| Disclosure No. | Disclosure Title                                   | 2018 CVS Health Response   |
|----------------|--|--|
| 103-1          | Explanation of the material topic and its boundary | Responsibly Managing Our Supply Chain, p. 59–60, 2018 CSR Report |
| 103-2          | The management approach and its components         | Responsibly Managing Our Supply Chain, p. 59–60, 2018 CSR Report |
| 103-3          | Evaluation of the management approach              | Responsibly Managing Our Supply Chain, p. 59–60, 2018 CSR Report |
| 204-1          | Proportion of spending on local suppliers          | Responsibly Managing Our Supply Chain, p. 59–60, 2018 CSR Report |

### 205: Anti-Corruption

| Disclosure No. | Disclosure Title   | 2018 CVS Health Response  |
|----------------|--|---|
| 103-1          | Explanation of the material topic and its boundary                       | Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report; <a href="#">CVS Health Code of Conduct</a> |
| 103-2          | The management approach and its components                               | Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report; <a href="#">CVS Health Code of Conduct</a> |
| 103-3          | Evaluation of the management approach                                    | Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report; <a href="#">CVS Health Code of Conduct</a> |
| 205-2          | Communication and training about anti-corruption policies and procedures | Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report; <a href="#">CVS Health Code of Conduct</a> |

# 2018 GRI Index

## Topic-Specific Standards

### 301: Materials

| Disclosure No. | Disclosure Title                                   | 2018 CVS Health Response   |
|----------------|--|--|
| 103-1          | Explanation of the material topic and its boundary | Sustainable Paper Solutions, p. 71, 2018 CSR Report; CSR Strategy, p. 9, 2018 CSR Report |
| 103-2          | The management approach and its components         | Sustainable Paper Solutions, p. 71, 2018 CSR Report; CSR Strategy, p. 9, 2018 CSR Report |
| 103-3          | Evaluation of the management approach              | Sustainable Paper Solutions, p. 71, 2018 CSR Report; CSR Strategy, p. 9, 2018 CSR Report |
| 301-2          | Recycled input materials used                      | Sustainable Paper Solutions, p. 71, 2018 CSR Report; CSR Strategy, p. 9, 2018 CSR Report |

### 302: Energy

| Disclosure No. | Disclosure Title                                   | 2018 CVS Health Response  |
|----------------|--|---|
| 103-1          | Explanation of the material topic and its boundary | Sustainable Operations, p. 65, 2018 CSR Report; Electricity, p. 68, 2018 CSR Report |
| 103-2          | The management approach and its components         | Sustainable Operations, p. 65, 2018 CSR Report; Electricity, p. 68, 2018 CSR Report |
| 103-3          | Evaluation of the management approach              | Sustainable Operations, p. 65, 2018 CSR Report; Electricity, p. 68, 2018 CSR Report |
| 302-1          | Energy consumption within the organization         | <a href="#">p. 19, 2018 CSR Report Appendix</a>                                     |

# 2018 GRI Index

## Topic-Specific Standards

### 303: Water

| Disclosure No. | Disclosure Title                                   | 2018 CVS Health Response  |
|----------------|--|---|
| 103-1          | Explanation of the material topic and its boundary | Sustainable Operations, p. 65, 2018 CSR Report;<br>Reducing Water Consumption, p. 69, 2018 CSR Report |
| 103-2          | The management approach and its components         | Sustainable Operations, p. 65, 2018 CSR Report;<br>Reducing Water Consumption, p. 69, 2018 CSR Report |
| 103-3          | Evaluation of the management approach              | Sustainable Operations, p. 65, 2018 CSR Report;<br>Reducing Water Consumption, p. 69, 2018 CSR Report |
| 303-1          | Water withdrawals by source                        | <a href="#">p. 25, 2018 CSR Report Appendix</a>   |

### 305: Emissions

| Disclosure No. | Disclosure Title                                   | 2018 CVS Health Response  |
|----------------|--|---|
| 103-1          | Explanation of the material topic and its boundary | Sustainable Operations, p. 65, 2018 CSR Report;<br>Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report |
| 103-2          | The management approach and its components         | Sustainable Operations, p. 65, 2018 CSR Report;<br>Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report |
| 103-3          | Evaluation of the management approach              | Sustainable Operations, p. 65, 2018 CSR Report;<br>Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report |
| 305-1          | Direct (Scope 1) GHG emissions                     | <a href="#">p. 20–22, 2018 CSR Report Appendix</a>  |
| 305-2          | Indirect (Scope 2) GHG emissions                   | <a href="#">p. 20–22, 2018 CSR Report Appendix</a>  |
| 305-3          | Other indirect (Scope 3) GHG emissions             | <a href="#">p. 20–22, 2018 CSR Report Appendix</a>  |

# 2018 GRI Index

## Topic-Specific Standards

### 305: Emissions

| Disclosure No. | Disclosure Title           | 2018 CVS Health Response                                     |
|----------------|----------------------------|--|
| 305-4          | GHG emissions intensity    | <a href="#">p. 19, 2018 CSR Report Appendix</a>              |
| 305-5          | Reduction of GHG emissions | Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report |

### 306: Effluents and Waste

| Disclosure No. | Disclosure Title                                   | 2018 CVS Health Response   |
|----------------|--|--|
| 103-1          | Explanation of the material topic and its boundary | Minimizing Waste and Increasing Recycling, p. 69–71, 2018 CSR Report |
| 103-2          | The management approach and its components         | Minimizing Waste and Increasing Recycling, p. 69–71, 2018 CSR Report |
| 103-3          | Evaluation of the management approach              | Minimizing Waste and Increasing Recycling, p. 69–71, 2018 CSR Report |
| 306-2          | Waste by type and disposal method                  | <a href="#">p. 23, 2018 CSR Report Appendix</a>                      |

### 401: Employment

| Disclosure No. | Disclosure Title                                   | 2018 CVS Health Response                              |
|----------------|--|---|
| 103-1          | Explanation of the material topic and its boundary | Improving Colleague Health, p. 32–33, 2018 CSR Report |
| 103-2          | The management approach and its components         | Improving Colleague Health, p. 32–33, 2018 CSR Report |

# 2018 GRI Index

## Topic-Specific Standards

### 401: Employment

| Disclosure No. | Disclosure Title   | 2018 CVS Health Response  |
|----------------|--|---|
| 103-3          | Evaluation of the management approach  | Improving Colleague Health, p. 32–33, 2018 CSR Report   |
| 401-2          | Benefits provided to full-time employees that are not provided to temporary or part-time employees | Improving Colleague Health, p. 32–33, 2018 CSR Report; Ensuring a Best-in-Class Workplace, p. 47, 2018 CSR Report |

### 403: Occupational Health and Safety

| Disclosure No. | Disclosure Title  | 2018 CVS Health Response                                 |
|----------------|---|--|
| 103-1          | Explanation of the material topic and its boundary  | Prioritizing Colleague Safety, p. 54–55, 2018 CSR Report |
| 103-2          | The management approach and its components  | Prioritizing Colleague Safety, p. 54–55, 2018 CSR Report |
| 103-3          | Evaluation of the management approach   | Prioritizing Colleague Safety, p. 54–55, 2018 CSR Report |
| 403-2          | Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities | Prioritizing Colleague Safety, p. 54–55, 2018 CSR Report |

# 2018 GRI Index

## Topic-Specific Standards

### 404: Training and Education

| Disclosure No. | Disclosure Title  | 2018 CVS Health Response                          |
|----------------|---|---|
| 103-1          | Explanation of the material topic and its boundary                        | Investing in Job Training, p. 45, 2018 CSR Report |
| 103-2          | The management approach and its components                                | Investing in Job Training, p. 45, 2018 CSR Report |
| 103-3          | Evaluation of the management approach                                     | Investing in Job Training, p. 45, 2018 CSR Report |
| 404-2          | Programs for upgrading employee skills and transition assistance programs | Investing in Job Training, p. 45, 2018 CSR Report |

### 405: Diversity and Equal Opportunity

| Disclosure No. | Disclosure Title                                   | 2018 CVS Health Response   |
|----------------|--|--|
| 103-1          | Explanation of the material topic and its boundary | Ensuring a Best-in-Class Workplace, p. 47, 2018 CSR Report   |
| 103-2          | The management approach and its components         | Ensuring a Best-in-Class Workplace, p. 47, 2018 CSR Report   |
| 103-3          | Evaluation of the management approach              | Ensuring a Best-in-Class Workplace, p. 47, 2018 CSR Report   |
| 405-1          | Diversity of governance bodies and employees       | Director Qualification Criteria; Diversity, <a href="#">2018 Proxy Statement</a> ; p. 13–18, <a href="#">2018 CSR Report Appendix</a> ; Championing Diversity, p. 48–50, 2018 CSR Report |

# 2018 GRI Index

## Topic-Specific Standards

### 408: Child Labor

| Disclosure No. | Disclosure Title  | 2018 CVS Health Response  |
|----------------|---|---|
| 103-1          | Explanation of the material topic and its boundary                        | Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report   |
| 103-2          | The management approach and its components                                | Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report   |
| 103-3          | Evaluation of the management approach                                     | Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report   |
| 408-1          | Operations and suppliers at significant risk for incidents of child labor | <a href="#">2018 Zero Tolerance Summary</a> , p. 26, 2018 CSR Report Appendix; <a href="#">Human Rights Policy</a> ; <a href="#">Vendor Ethics Policy</a> |

### 412: Human Rights Assessment

| Disclosure No. | Disclosure Title   | 2018 CVS Health Response   |
|----------------|--|--|
| 103-1          | Explanation of the material topic and its boundary   | Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report                                      |
| 103-2          | The management approach and its components   | Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report                                      |
| 103-3          | Evaluation of the management approach  | Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report                                      |
| 412-3          | Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening | <a href="#">Human Rights Policy</a> ; <a href="#">Vendor Ethics Policy</a> ; Supporting Human Rights, p. 60, 2018 CSR Report |



# 2018 GRI Index

## Topic-Specific Standards

### 414: Supplier Social Assessment

| Disclosure No. | Disclosure Title  | 2018 CVS Health Response  |
|----------------|---|---|
| 103-1          | Explanation of the material topic and its boundary            | <a href="#">2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix; Human Rights Policy; Vendor Ethics Policy</a> |
| 103-2          | The management approach and its components                    | <a href="#">2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix; Human Rights Policy; Vendor Ethics Policy</a> |
| 103-3          | Evaluation of the management approach                         | <a href="#">2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix; Human Rights Policy; Vendor Ethics Policy</a> |
| 414-2          | Negative social impacts in the supply chain and actions taken | <a href="#">2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix; Human Rights Policy; Vendor Ethics Policy</a> |

### 415: Public Policy

| Disclosure No. | Disclosure Title                                   | 2018 CVS Health Response   |
|----------------|--|--|
| 103-1          | Explanation of the material topic and its boundary | <a href="#">Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report; Helping Reshape Public Policy, p. 58, 2018 CSR Report</a> |
| 103-2          | The management approach and its components         | <a href="#">Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report; Helping Reshape Public Policy, p. 58, 2018 CSR Report</a> |
| 103-3          | Evaluation of the management approach              | <a href="#">Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report; Helping Reshape Public Policy, p. 58, 2018 CSR Report</a> |
| 415-1          | Political contributions                            | <a href="#">Political Activities and Contributions Report</a>  |

# 2018 GRI Index

## Topic-Specific Standards

### 416: Customer Health and Safety

| Disclosure No. | Disclosure Title  | 2018 CVS Health Response  |
|----------------|---|---|
| 103-1          | Explanation of the material topic and its boundary                              | Maintaining Focus on Safety and Quality, p. 29–30, 2018 CSR Report  |
| 103-2          | The management approach and its components                                      | Maintaining Focus on Safety and Quality, p. 29–30, 2018 CSR Report  |
| 103-3          | Evaluation of the management approach   | Maintaining Focus on Safety and Quality, p. 29–30, 2018 CSR Report  |
| 416-1          | Assessments of the health and safety impacts of products and service categories | <p>Quality assurance is a mandatory procedure performed by our pharmacists with every prescription filled.</p> <p>Maintaining Focus on Safety and Quality, p. 29–30, 2018 CSR Report; Improving Medication Adherence, p. 28, 2018 CSR Report, <a href="#">Ensuring Quality and Safety in the Pharmacy</a>, <a href="#">Cosmetic Safety Policy</a>, <a href="#">CVS Store Brand Restricted Substances List</a></p> <p>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.</p> |

### 417: Marketing and Labeling

| Disclosure No. | Disclosure Title                                   | 2018 CVS Health Response  |
|----------------|--|---|
| 103-1          | Explanation of the material topic and its boundary | Creating New Standards for Beauty Imagery, p. 32, 2018 CSR Report; Ensuring Quality and Safety in the Pharmacy, p. 29–30, 2018 CSR Report |
| 103-2          | The management approach and its components         | Creating New Standards for Beauty Imagery, p. 32, 2018 CSR Report; Ensuring Quality and Safety in the Pharmacy, p. 29–30, 2018 CSR Report |

# 2018 GRI Index

## Topic-Specific Standards

### 417: Marketing and Labeling

| Disclosure No. | Disclosure Title  | 2018 CVS Health Response  |
|----------------|---|---|
| 103-3          | Evaluation of the management approach                         | Creating New Standards for Beauty Imagery, p. 32, 2018 CSR Report;<br>Ensuring Quality and Safety in the Pharmacy, p. 29–30, 2018 CSR Report  |
| 417-1          | Requirements for product and service information and labeling | Creating New Standards for Beauty Imagery, p. 32, 2018 CSR Report;<br>Ensuring Quality and Safety in the Pharmacy, p. 29–30, 2018 CSR Report<br><br>To help ensure patient safety, 100 percent of our prescription labels meet both regulatory requirements and our internal standards. |

### 418: Customer Privacy

| Disclosure No. | Disclosure Title   | 2018 CVS Health Response  |
|----------------|--|---|
| 103-1          | Explanation of the material topic and its boundary   | Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report;<br>Safeguarding Information and Protecting Privacy, p. 58, 2018 CSR Report   |
| 103-2          | The management approach and its components   | Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report;<br>Safeguarding Information and Protecting Privacy, p. 58, 2018 CSR Report   |
| 103-3          | Evaluation of the management approach  | Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report;<br>Safeguarding Information and Protecting Privacy, p. 58, 2018 CSR Report   |
| 418-1          | Substantiated complaints concerning breaches of customer privacy and losses of customer data | Safeguarding Information and Protecting Privacy, p. 58, 2018 CSR Report<br><br>We publicly report breaches to the U.S. Department of Health and Human Services (HHS) Office of Civil Rights. <a href="#">See Breach Portal.</a> |

# 2018 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 relating to the principles in the tables below.

**“CVS Health became a proud signatory of the United Nations Global Compact in 2018 and remains steadfastly committed 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  |
|--|--|
| <b>Principle 1:</b> Businesses should support and respect the protection of internationally proclaimed human rights; and | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report<br><a href="#">Code of Conduct</a> |
| <b>Principle 2:</b> make sure that they are not complicit in human rights abuses.  | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report<br><a href="#">Code of Conduct</a> |

## Labor

| UNGC Principle   | Report Section or Other Documentation  |
|--|--|
| <b>Principle 3:</b> Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report<br><a href="#">Code of Conduct</a><br><a href="#">GRI Index 102-41</a> |
| <b>Principle 4:</b> the elimination of all forms of forced and compulsory labor;   | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report<br><a href="#">Code of Conduct</a>                                     |

# 2018 UN Global Compact Index

## Labor

| UNGC Principle   | Report Section or Other Documentation  |
|--|--|
| <b>Principle 5:</b> the effective abolition of child labor; and                                | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report<br><a href="#">Code of Conduct</a>   |
| <b>Principle 6:</b> the elimination of discrimination in respect of employment and occupation. | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report<br><a href="#">Code of Conduct</a><br>Championing Diversity, p. 48–50, 2018 CSR Report |

## Environment

| UNGC Principle  | Report Section or Other Documentation   |
|---|---|
| <b>Principle 7:</b> Businesses should support a precautionary approach to environmental challenges;   | Protecting Our Planet, p. 62, 2018 CSR Report<br>Sustainable Operations, p. 65, 2018 CSR Report<br><a href="#">Climate Change Policy and Environmental Commitment Statements</a>  |
| <b>Principle 8:</b> undertake initiatives to promote greater environmental responsibility; and        | Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report<br>Sustainable Paper Solutions, p. 71, 2018 CSR Report<br>Responsibly Sourcing Palm Oil, p. 73, 2018 CSR Report<br>Sustainable Products and Packaging, p. 72, 2018 CSR Report<br><a href="#">Climate Change Policy and Environmental Commitment Statements</a> |
| <b>Principle 9:</b> encourage the development and diffusion of environmentally friendly technologies. | Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report<br>Sustainable Paper Solutions, p. 71, 2018 CSR Report<br>Responsibly Sourcing Palm Oil, p. 73, 2018 CSR Report<br>Sustainable Products and Packaging, p. 72, 2018 CSR Report  |

# 2018 UN Global Compact Index

## Anti-corruption

| UNGC Principle  | Report Section or Other Documentation  |
|---|--|
| <b>Principle 10:</b> Businesses should work against corruption in all its forms, including extortion and bribery. | Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report<br><a href="#">Code of Conduct</a> |

# UN Guiding Principles Reporting Framework Index

The following table indicates where readers can find information that addresses the UN Global Compact 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?                                    | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a> |
| A1.2      | Whose human rights does the public commitment address?                           | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a> |
| A1.3      | How is the public commitment disseminated?                                       | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a> |

## 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?              | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a><br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report |

# 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   |
|-----------|--|---|
| A2.2      | What kinds of human rights issues are discussed by senior management and by the Board, and why?  | CSR Governance, p. 11, 2018 CSR Report<br>Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a>              |
| 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?   | <a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a>  |
| A2.4      | How does the company make clear in its business relationships the importance it places on respect for human rights?                          | <a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a><br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report |
| 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? | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix</a>               |

## 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 | <a href="#">Human Rights Policy</a>   |



# UN Guiding Principles Reporting Framework Index

## 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. |
|           | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a>               |

## 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. |
|           | Supporting Human Rights, p. 60, 2018 CSR Report  |

## 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. |
|           | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix</a>   |

# UN Guiding Principles Reporting Framework Index

## 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?<br>Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a><br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report |

## 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?  |
| 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?<br>Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a><br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report |
| C2.2      | During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?<br>Stakeholder Engagement, p. 13, 2018 CSR Report<br>Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix</a>                          |
| 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?<br>Stakeholder Engagement, p. 13, 2018 CSR Report<br>Supporting Human Rights, p. 60, 2018 CSR Report   |

# UN Guiding Principles Reporting Framework Index

## PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

### Assessing Impacts

| Framework   | Report Section or Other Documentation   |
|-------------|---|
| <b>C3</b>   | How does the company identify any changes in the nature of each salient human rights issue over time?   |
| <b>C3.1</b> | During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?<br>Supporting Human Rights, p. 60, 2018 CSR Report |
| <b>C3.2</b> | During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?<br>Supporting Human Rights, p. 60, 2018 CSR Report               |

## PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

### Integrating Findings and Taking Action

| Framework   | Report Section or Other Documentation  |
|-------------|--|
| <b>C4</b>   | How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?  |
| <b>C4.1</b> | How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?<br>Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a>  |
| <b>C4.2</b> | When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?<br>Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a><br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report<br><a href="#">2018 Zero Tolerance Summary</a> , p. 26, 2018 CSR Report Appendix |

# UN Guiding Principles Reporting Framework Index

## PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

### Integrating Findings and Taking Action

| Framework |  | Report Section or Other Documentation  |
|-----------|--|--|
| C4.3      | During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue? | Supporting Human Rights, p. 60, 2018 CSR Report<br>Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report<br><a href="#">2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix</a> |

## 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? | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix</a> |

## 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?   | <a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a><br>CVS Health Ethics Line 1-877-CVS-2040 |

# UN Guiding Principles Reporting Framework Index

## PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

### Remediation

| Framework |   | Report Section or Other Documentation  |
|-----------|---|--|
| C6.2      | How does the company know if people feel able and empowered to raise complaints or concerns?  | Supporting Human Rights, p. 60, 2018 CSR Report<br><a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a><br>CVS Health Ethics Line 1-877-CVS-2040 |
| C6.3      | How does the company process complaints and assess the effectiveness of outcomes?   | <a href="#">Human Rights Policy</a><br><a href="#">Code of Conduct</a>   |
| 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? | Supporting Human Rights, p. 60, 2018 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?       | <a href="#">2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix</a>   |

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