



2016 CSR Report Summary

 CVS
Health.[®]

Our goal is always to address new issues proactively and increase transparency in the process.

Our Prescription for a Better World

At CVS Health®, everything we do starts with our purpose: helping people on their path to better health.

Our approach to corporate social responsibility is no exception. By organizing around this singular purpose, our Prescription for a Better World framework ensures that we're not only positively impacting society, but also growing our business.

We are committed to making health care more affordable and accessible, using resources efficiently, and operating our business with integrity. These priorities are represented by the three

pillars that support our strategy: Health in Action, Planet in Balance, and Leader in Growth.

Our CSR strategy is always forward-looking. Each year we work with teams across our organization to build on our successes, identify new ways to maximize impact and commit to achieving tangible results. Our goal is always to address new issues proactively and increase transparency in the process.

CVS Health At-a-Glance

250K
colleagues in 50 states,
the District of Columbia,
Puerto Rico and Brazil

9.6K
retail pharmacies
(CVS Pharmacy®)

1,100+
walk-in medical clinics
(MinuteClinic®)

38
onsite pharmacy stores
(CarePlus CVS Pharmacy™)

23
specialty pharmacy stores
(CVS Specialty™)

84
branches for infusion and
enteral services (Coram®)



Since 2006 we've provided
\$117 million worth of free
medical services through
Project Health.

Health in Action

As a pharmacy innovation company, our greatest opportunity in the area of corporate social responsibility is through Health in Action. Through Health in Action, we are leading with heart by playing an active role in supporting the health and wellness of our patients, our customers, our colleagues, our communities and our nation.

Our country faces limited access to affordable care, rising rates of chronic disease, an aging population and an epidemic of prescription drug abuse. We reach more than 100 million people each year, and can help navigate these challenges in a variety of ways.

These include helping to ensure that health care is more accessible and more affordable for more people; encouraging our customers to consume healthier food; helping patients with chronic disease adhere to complex and challenging medication regimens; and fighting tobacco and prescription drug addiction.

Highlights

Veterans: You Don't Have to Wait Challenged by long wait times, the Veterans Affairs (VA) Health Care System launched a first-of-its-kind partnership with CVS Health to offer urgent care services to more than 60,000 veterans in California. Veterans served by

the VA in Palo Alto were referred to a MinuteClinic location for acute care services with no out-of-pocket costs.

Healthier Product Offerings We announced the expansion of our assortment of healthier foods and beverages to more than 2,900 stores nationwide. An additional 360 stores received new store layouts that make better-for-you selections more prominent. Roughly 25% of front checkout space, traditionally occupied by candy, became dedicated to better-for-you snacks.

Investing in a Tobacco-Free Generation In March 2016, we announced Be The First, a five-year, \$50 million initiative to help deliver the nation's first tobacco-free generation. Be The First focuses on education, advocacy, tobacco control and healthy behavior programming in partnership with organizations positioned to address this challenge.



"I feel that awareness is a form of prevention. I've been given such a great platform to help people understand what abusing prescription medication can do, and help them make the right choices."

**Monica Vera-Schubert, CVS pharmacist,
presenting One Choice Changes Everything**

Preventing Prescription Drug Abuse

Through our Pharmacists Teach program, CVS pharmacists volunteer their time to go to schools and offer their unique perspective to dispel the belief that prescription drugs are safer to abuse than street drugs. By the end of 2016, pharmacists had given more than 4,200 presentations, reaching more than 170,000 students.



Fast-tracking our LED interior lighting strategy: We have retrofitted 5,691 stores, realizing a cumulative saving of \$23.5 million.

Planet in Balance

The health of our planet is inextricably linked to the health of all people. We are committed to understanding the connection between our environmental impact and the health of our customers and communities, such as air pollution, water pollution, deforestation and climate change, we are working to reduce our impacts.

At CVS Health, our expanding environmental footprint includes thousands of retail pharmacies and a growing supply chain. We're committed to assessing and reducing the direct and indirect environmental impacts of that footprint. That means following through on our [Environmental Commitment and Climate Change Policy Statements](#) and delivering on enterprise programs that embed environmental sustainability in our business operations and product development.

Highlights

Addressing Chemicals of Consumer Concern
In April 2017, we announced our plans to remove parabens, phthalates and the most prevalent formaldehyde donors across nearly 600 beauty and personal care products from our store brand CVS Health®, Beauty 360®, Essence of Beauty®,

and Blade® product lines. CVS Pharmacy will stop shipping store brand products that don't meet these standards to distribution centers by the end of 2019.

Palm Oil Sourcing We announced our new [palm oil policy](#) in 2016. Our goal is to ensure that by 2020, 100% of the palm oil we use in our products will come from verified, responsible sources delivered through fully traceable supply chains.

Developing a Science-Based Emissions Reduction Target We are committed to addressing our climate-related impacts through reductions in greenhouse gas emissions. In 2016 we committed to developing a science-based emissions reduction target, which will align our GHG reductions with global emissions budgets generated by climate models.

Engaging Employees in Sustainability

In 2016, we launched the GreenTeam Colleague Resource Group, which aims to make environmental sustainability a relevant part of every colleague's role and responsibility. The GreenTeam is a reflection of how our colleagues are leading with heart to advance environmental sustainability across our enterprise.

"When launching the GreenTeam CRG, our goal was to inspire and drive passion among colleagues regarding environmental sustainability. A lot of people who aren't in the corporate environmental department at CVS Health still want to do something for the greater good, and together we can have a big impact."

Nadine King, Manager, Corporate Environmental at CVS Health and Enterprise Co-Chair for the GreenTeam, with Caitlin O'Donnell, GreenTeam Co-Chair





We hired more than
20,000 youths in
full-time and part-time
summer positions.

Leader in Growth

CVS Health continued to experience exceptional growth in 2016. As we grow, we are committed to listening to our colleagues, customers, suppliers, communities and investors, and taking their interests and concerns into account.

We follow through on our purpose of helping people on their path to better health — and on our values of integrity and accountability — by striving to create a safe, rewarding, engaging and inclusive workplace. We're also committed to transparency and the implementation of robust standards throughout our enterprise and across our supply chain.

Highlights

Our Human Rights Policy Published at the end of 2016, our Human Rights Policy is broad in scope, encompassing our company and subsidiaries, the Board of Directors and all colleagues. It also applies

to business partners, vendors and partners across our supply chain. The policy aligns with the United Nations Guiding Principles on Business and Human Rights.

Supplier Diversity In 2016, we achieved our goal of spending \$1 billion, or 10% of our total spend, on diverse Tier 1 suppliers by 2017. In early 2017, we became one of 26 U.S.-based companies named to the Billion Dollar Roundtable, an organization that recognizes and supports corporations that reach the \$1 billion spend mark.



Creating Jobs through Apprenticeships

Registered Apprenticeships are sometimes referred to as “the other college” because in most cases, they produce the equivalent of a college degree without the loan debt students might incur in a more traditional setting. We have been steadily expanding this program and currently have more than 2,700 Registered Apprenticeships in 11 states for roles such as store manager and pharmacy technician. We intend to expand the program to 3,000 participants by 2020.

“To find the best employees, CVS Health doesn’t limit itself to traditional talent sources. Instead, a set of programs and community partnerships brings in talented workers from previously untapped pools to the world of pharmacy.”

David Casey, Vice President of Workforce Strategies and Chief Diversity Officer for CVS Health



2016 Awards & Recognitions

Named to *CR* magazine's 100 Best Corporate Citizens List, 2016 (#29)

Named to *Newsweek's* Rankings of America's Greenest Companies (#16)

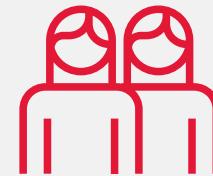
Named to the Dow Jones Sustainability Index

Named to *Fortune's* Change the World List

Named to *Fortune's* Most Admired Companies List (#27)

Included on the FTSE4Good Index

Named to Corporate Equality Index (Achieved 100% score for third consecutive year)



Named one of DiversityInc's 2017 Top 50 Companies for Diversity



Read the full 2016 report.

Access our 2016 GRI G4 Content Index.

Health is everything.TM