

**2019
Corporate
Social
Responsibility
Report
Summary**



Corporate Profile

CVS Health® colleagues are united around our purpose: helping people on their path to better health. As a health care innovation company, we're evolving based on changing customer and patient needs and meeting people where they are, whether that's at one of our nearly 10,000 local touchpoints, in the community, in the home, or in the palm of their hand.

"Our goal is to be the front door to health care. CVS Health remains focused on helping people on their path to better health by making health care simpler and more local." – Larry J. Merlo, President and Chief Executive Officer



Our Footprint

Headquarters: Woonsocket, RI

Approximately 290,000 colleagues in 50 states, the District of Columbia and Puerto Rico

Transform Health 2030

At CVS Health, we are guided by our purpose: helping people on their path to better health. At the beginning of this new decade, we are reinforcing our commitment through Transform Health 2030, our new strategy to impact the health of the people and communities we serve, and to support the health of our business and the planet.

“Our new strategy — Transform Health 2030 — is more inclusive of our broader enterprise and the impact we have as we live our purpose. It has never been more important for the company to deliver on this purpose for our stakeholders, including customers, patients, members and employees.”

– Eileen Howard Boone, Chief Sustainability Officer, Senior Vice President, Corporate Social Responsibility and Philanthropy



COVID-19 Response

The CVS Health Emergency Response & Resiliency Team and Infectious Disease Response Team are actively monitoring the current international and domestic environment for coronavirus-related risks and preparing accordingly. We remain committed to improving the health and safety of our stakeholders, our communities and our planet. For the latest news and current information, please visit the [CDC website](#).

Building Healthier Communities Initiative

\$100M

commitment to:

- Improve Access to Affordable, Quality Health Care
- Meaningfully Impact Key Public Health Challenges
- Partner with Local Communities on Pressing Health Issues

A photograph of a woman jogging on a paved sidewalk. She is wearing a red zip-up hoodie, dark blue leggings, and orange running shoes. The background features a light-colored brick wall that is partially covered in dense green ivy. The scene is set outdoors, likely in a park or urban area.

Healthy
People

Redefining Access

As the front door to health care, we continue to innovate and improve access for individuals in their local communities. We are filling the gaps in our patients' care by building long-term relationships at our MinuteClinic® locations, providing alternative options like Virtual Care, reaching underserved populations and supporting individuals to better manage chronic conditions.



HealthHUB® locations combine pharmacy, nutrition, MinuteClinic and more for patients managing chronic conditions.



Participated in Ready, Set, PrEP, a nationwide program aimed to reduce new HIV infections through no-cost pre-exposure prophylaxis (PrEP) medications.



We launched a partnership through Destination: Health with Unite Us to provide easier access to social services in local communities.



We launched our Transform Oncology Care® program, which strategically utilizes the latest genomics science to help providers identify and start patients on the best cancer treatment.



More than 11,000 veterans received care for acute, minor conditions, such as ear infections, sinus infections and coughs at MinuteClinic locations.

6.5M

MinuteClinic patient visits



Colleagues Leading with Heart

Each year, CVS Health recognizes our most engaged colleagues through our Paragon Awards, which celebrate excellence and honor colleagues who embody our core values. This year, Pablo Heredia, a Training Store Manager, received a Paragon Award.

Regarding how his personal experiences have influenced him in his role, Pablo says, “I’ve been around a lot of illness. I remind my team that most of our patients are people [for whom we] don’t know what they’re dealing with. You don’t know the pain they have. That’s why we have to empathize with them 100 percent — more than any other industry.”

His CVS Health colleagues see him as someone driven and kind, who helps all people — customers, fellow colleagues and the community — on their path to better health. Watch Pablo tell his story [here](#).

Lifting Up Communities

We are committed to addressing the social determinants of health and creating positive impacts in the local communities in which our colleagues live and work. One key strategic focus is educating youth and the greater community on the dangers of misusing prescription drugs.



CVS Health and Dose of Knowledge partnered to offer a suite of digital resources for pharmacists and educators to promote healthy choices.



CVS pharmacists have presented on the dangers of misusing prescription drugs to more than 570,000 teens and parents nationwide since 2015.



CVS Pharmacy® locations added 1,000 in-store medication disposal units to the more than 1,700 units already existing nationwide.



The Aetna® "Guardian Angel" program has provided more than 1,000 Aetna members with clinical resources for opioid treatment and support.

1.35M

lbs. of unused prescriptions collected

\$50M

in investments in affordable housing

Investing in Affordable Housing

CVS Health invests in affordable housing across the country to provide support for underserved and at-risk populations, including those who require behavioral health services, are homeless or at risk of homelessness, have HIV/AIDS diagnoses, substance abuse issues or long-term chronic health conditions. In Orlando, FL, we provided \$8.7 million to build a new affordable housing community that is expected to welcome families in 2021. This new apartment community will combine affordable housing assistance with additional support services to address the needs of the homeless community in Orlando.

Recreating the Retail Experience

Our new CarePass® program is an innovative approach to meeting customers' health needs whenever, wherever and however they want. For a membership of \$5 a month or \$60 per year, CarePass offers our customers an additional level of benefits and services that make it easy to save time, save money and receive access to on-demand pharmacy care. Since the national launch, CarePass has grown to 1.9 million members, 24 percent of whom are new or previously unengaged customers and 20 percent of whom are Millennials.



**Healthy
Business**

Continuing to be a Best-in-Class Employer

We know that to truly transform health care, we need to invest in the health of all people, and that begins with our colleagues. As one of the first steps taken to integrate Aetna into CVS Health, we designed a new, cohesive Total Rewards program that reflects what our colleagues value most, competes with companies of similar size and complexity and showcases all of our company's products and services.

CVS Health is investing \$100 million over the next two years to make health care more affordable for our colleagues, a key step in our journey to transform health.

We are using our program as an opportunity to identify pain points in the delivery system, improve processes and learn the best ways to help members navigate the complexities of the health care system, with the benefit of using these insights to improve the overall health care experience for our customers, clients and patients.

Our program is centered on six dimensions that focus on key elements of well-being, including: physical health, purpose, social connectedness, emotional health, character strengths and financial security. To learn more, please visit our [2019 CSR Report](#).

10K+

colleagues hired through workforce innovation programs and recruitment strategies

1.2K+

youths hired for summer positions



Our Commitment to Workforce Innovation and Talent

At the forefront of our workforce development programming are our Workforce Innovation and Talent Centers (WITC). The WITCs provide a supplement to classroom training, offering hands-on learning in a simulated CVS Pharmacy with the support of colleagues who specialize in these roles. In 2019, nearly 2,000 community members participated in a WITC development program, with many joining CVS Health as pharmacy technicians and store associates following their training. Retention rates among CVS Health colleagues who have participated in a WITC program are 35 percent higher than for colleagues who have not. Current colleagues also receive training at the WITCs, including nearly 9,000 in 2019.

Championing Diversity

We are committed to attracting and supporting a diverse workforce that reflects the many customers, patients, members and communities we serve. Our strategic diversity management emphasizes workplace representation, inclusion and belonging, talent management and a diverse marketplace.



More than 3,000 CVS Health nurse practitioners and physician assistants participated in cultural competency trainings, which were offered throughout 2019.



At our Talent Connect Center at Fort Bragg, CVS Health has trained 175 service members in our store manager training program since 2016.



CVS Health invested more than \$2.2 million with small and diverse suppliers in 2019, maintaining membership status with the Billion Dollar roundtable.



CVS Health launched the Merchandising Accelerator Program to allow diverse suppliers to present their products for consideration at CVS Pharmacy locations.

\$5.6B

of economic impact with diverse suppliers

100M

people reached through multiple touch points

CVS Health Recognitions for Supplier Diversity

GNEMSDC – National Corporation of the Year and Buyer of the Year

WE USA Magazine, inclusion of CVS Health in the magazine's 2019 Best of the Decade

WPEO Commitment to Success of Women's Business Enterprise

WBENC, 2019 Top Corporations for Women's Business Enterprises – Silver

Thank You Letter from Rev. Jackson for participation in Wall Street Project

Diversity Plus Top 30 Champions for Diversity

DiversityInc. – Top 50, #1 for Supplier Diversity



Healthy Community

Investing Locally

Our roadmap for transforming community health is demonstrated through Building Healthier Communities, a \$100 million commitment we made in 2019 to make community health and wellness central to our charge for a better world. Building Healthier Communities showcases how our best-in-class national organizational efforts, along with our deep local community relationships, directly improve health outcomes through customized approaches in communities across the country.



Partnered with the Harm Reduction Coalition to promote the health and dignity of individuals and communities affected by drug misuse, providing \$750,000 over the next three years.



Partner with organizations like the National Association of Free and Charitable Clinics to help people improve their health outside of clinical settings.



Awarded two grand prizes for the Healthiest Cities and Counties Challenge to Bridgeport, CT and Mecklenburg County, NC.



Worked with local partners like Direct Relief, American Red Cross and Salvation Army to improve the health of people affected by events, including in Puerto Rico and the Bahamas in 2019.

838

Project Health events to detect early risks for chronic conditions

\$150M+

in charitable contributions, employee giving, in-store fundraising and in-kind donations



Improving Access Through Project Health

Our Project Health campaign connects multicultural communities with large numbers of uninsured or underinsured residents to free, comprehensive health assessments that detect early risks for chronic conditions. Project Health's work expanded meaningfully in 2019, reaching 17 service areas across the U.S. and in Puerto Rico, and providing more than \$6.4 million of free medical services. Our expansion in California stretched across the state with more than 300 events, serving nearly 25,000 individuals.

Collaborating for Positive Outcomes

As part of our work to transform community health, CVS Health is taking on some of our nation's most pressing public health challenges. From our vision of a tobacco-free world to our engagement with key partners to address chronic health conditions, we continue to invest in improving the health of our communities.



CVS Health and the CVS Health Foundation awarded more than \$16 million in grants to organizations that provide an array of tobacco-free programs.



The Aetna Foundation provided a \$1 million grant to the Northern Shenandoah Valley Substance Abuse Coalition to help law enforcement serve as a community resource for overdose victims.



Launched a new, three-year \$10 million collaboration with the Alzheimer's Association to build a future without Alzheimer's and other dementias.



Worked with key suppliers to extend support for community health through creative campaigns at CVS Pharmacy that raise funds to advance programs and awareness in local communities.

\$2.8M+

has been provided to colleagues through the Employee Relief Fund



COVID-19 Relief

CVS Health has committed to investing nearly \$50 million through both corporate and foundation funding to address the ongoing pandemic. Support is focused on community needs, such as addressing food insecurity in vulnerable populations, increasing access to telehealth and at-home health services, and providing personal protective equipment and mental health support for front-line workers.

An aerial photograph of a small, rugged island or coastal area. The island features two large, light-colored, craggy rock formations. In the center, there is a dense cluster of green trees and some smaller shrubs growing on the rocks. The surrounding water is a vibrant turquoise color, appearing clear and shallow near the shore where white foam from breaking waves is visible.

Healthy
Planet

Operating Sustainably

We believe the health of our planet is directly linked to human health. CVS Health is committed to embedding sustainability throughout our operational footprint. These efficiencies reduce our carbon footprint, energy usage, waste and water consumption.



CVS Health continued to make progress toward achieving our bold science-based target: reduce absolute GHG emissions by 36 percent by 2030.



Diverted 53.7 percent of our waste to recycling or reuse, with 88 percent of cardboard and 88 percent of solid waste generated at distribution centers diverted for recycling.



Converted nearly 1,000 retail locations to interior LED lighting, reducing consumption by 47,000 megawatt hours (MWh) and saving an estimated \$4.8 million in energy costs.



Named to the DJSI World Index and CDP A List

5.9M

CVS Pharmacy customers enrolled in digital receipts, including more than 1.1M enrolled in 2019

\$19M

worth of food products donated from our retail locations in California through a new best-in-class program developed to reduce food waste



Innovation in Transportation

With a national transportation network, we seek innovative solutions to reduce emissions, lessen fuel consumption and improve service and efficiency within our inbound and outbound supply chain. In 2019, we:

- Consolidated our freight network to reduce lead time and the miles each pallet travels
- Eliminated 1.6 million empty miles through our backhaul program
- Added solar panels to more than 130 delivery trailers to charge electric pallet jacks at distribution centers
- Recognized as an EPA SmartWay Carrier Partner for the 10th straight year and an EPA SmartWay Shipping Partner

Redesigning Products and Packaging

Our efforts to reduce consumption of natural resources focus on our most material impacts — responsibly sourced paper used in our operations and sustainably sourced palm oil used in our store brand products. Together with our suppliers, we work to increase the sustainability of our paper usage. Additionally, we leverage partnerships with organizations like the World Wildlife Fund (WWF) to understand our packaging footprint.



CVS Health is a member of the Sustainable Packaging Coalition, Ocean Conservancy and Trash Free Seas Alliance. We are also working with WWF on its ReSource: Plastic program to conduct a plastic audit of our packaging.



100 percent of our store brand suppliers of items containing palm oil are members of RSPO or obtained Rainforest Alliance certification.



Across operations, we reduced paper use by more than 3,600 tons in 2019.



Switched to phenol-free paper to provide a recyclable option for customers receiving paper receipts.



CVS Health has removed oxybenzone and octinoxate from our store brand sunscreens due to the impact they can have on marine ecosystems and coral reefs.

1.4K+

vitamins and supplements have completed testing through our Tested to Be Trusted program to confirm ingredients and products are free from any harmful additives and ingredients



Offering Digital Alternatives

Our digital receipt program at CVS Pharmacy reduces paper use and provides customers a more sustainable option at checkout. In 2019, 58 million digital receipts were sent to CVS Pharmacy customers, saving 48 million yards of receipt paper. This accounts for an overall 20 percent reduction in paper use. In addition to our digital receipts program, we continue to increase our digital communications and utilization of recycled paper to reduce environmental impacts.

Health is everything.[®]