

2020
Corporate
Social
Responsibility
Report
Appendix



2020

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Transform Health

CSR Material Topics

The CVS Health® Corporate Social Responsibility (CSR) material topics represent the areas in which the company has the most significant economic, environmental and social impacts, as well as the topics that most influence the decisions of our stakeholders and our governance over these priorities. These topics inform our CSR strategy and goals, as well as our commitments to transparent reporting. We last conducted a comprehensive materiality assessment in 2019, in accordance with the Global

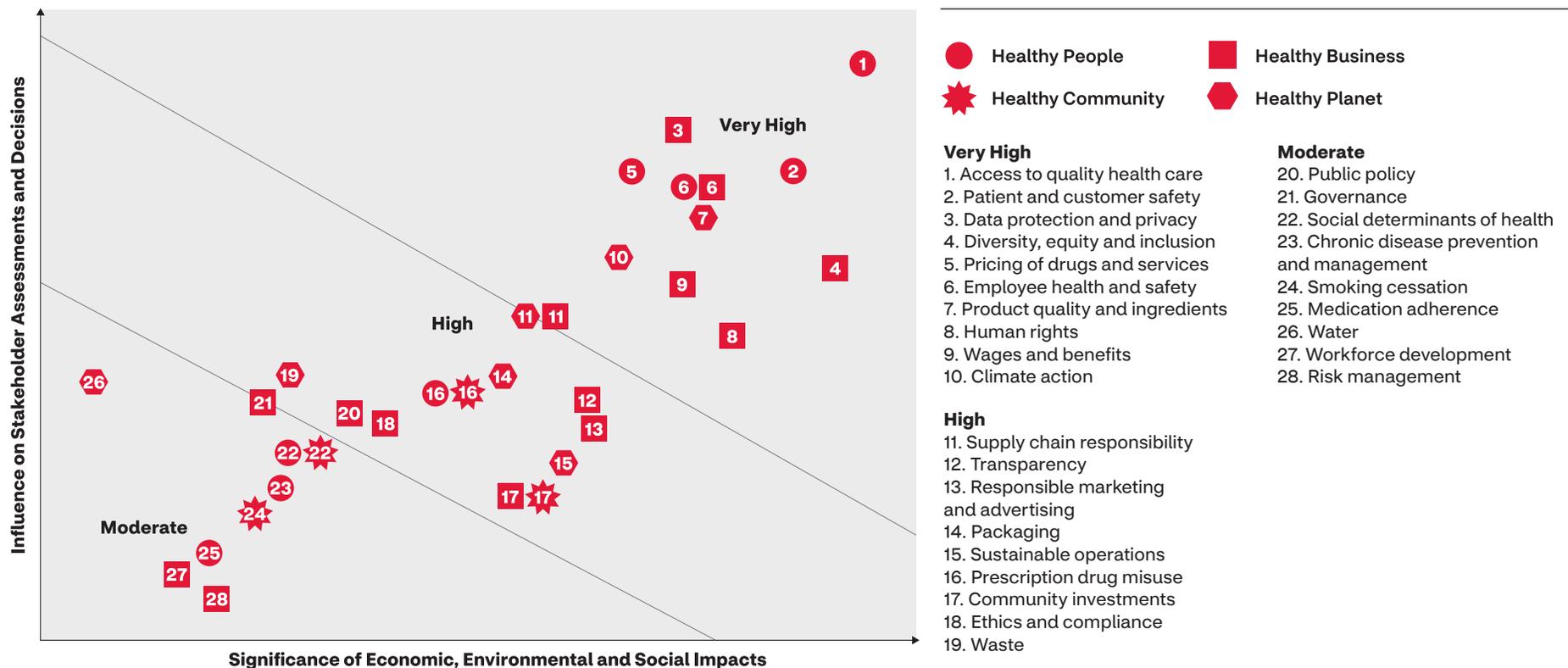
Reporting Initiative (GRI) Standards, to reflect our Aetna® integration. While we typically carry out a full materiality assessment biennially, the unrivaled events of 2020 necessitated a reflection on the ways in which the world has changed, and how this may influence what is material to our business.

We conducted a brief landscape assessment of relevant trends and an evaluation of our own efforts to reassess our material topics rankings.

We saw changes that were reflective of the experiences of our country, patients, colleagues and business partners in 2020 and have captured those shifts in the ranking of topics. Of most significance was the increase in importance and prioritization of patient and customer safety, data protection and privacy, and diversity, equity, inclusion and justice.

To determine the prioritization of material issues, 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 adjust the topics that are pictured in the materiality matrix to incorporate the unprecedented impacts of 2020. The prioritized list reflects topics where CVS Health has significant impact, or which influence the decisions of our stakeholders.



CSR Material Topics

Material Topics Defined

Material Topic	Pillar	Core Components	Definition
Access to Quality Health Care	Healthy Community Healthy People	<ul style="list-style-type: none"> • \$100 million commitment to Building Healthier Communities <ul style="list-style-type: none"> - Pharmacy footprint, services and care - MinuteClinic® - HealthHUB™ • Project Health • Supporting underserved populations: women, minorities, disabled, veterans and people with low incomes • Philanthropic investments (e.g., National Association of Free and Charitable Clinics & National Association of Community Health Centers) 	<p>Access to high-quality care is essential to helping people on their path to better health. As we aim to be the most consumer-centric health care company, we work every day to simplify a complex system and help people get better, more affordable care in their own neighborhoods. Over the next ten years, we've committed to invest \$1.5 billion in building healthier communities.</p>
Patient and Customer Safety	Healthy People Healthy Business	<ul style="list-style-type: none"> • Pharmacy safety and quality assurance • Preventing prescription drug misuse • Transparency/labeling • Chemical management • Governance • HIPAA/IS programs 	<p>The health and well-being of our patients is our number one priority. Considering the public health challenges resulting from the pandemic, we are committed to providing our customers with the safe, efficacious products they need. We are also continuously taking steps to enhance the quality and safety of our dispensed medications for our patients.</p>
Data Protection and Privacy	Healthy Business	<ul style="list-style-type: none"> • Privacy policy • Patient safety, protection and privacy • Customer safety, protection and privacy • Employee safety, protection and privacy • Clients 	<p>Our patients, members, clients, customers and colleagues trust us to keep their personal and health information safe, and protecting this information is of the utmost importance to us — especially as we transition more permanently to an omnichannel healthcare experience. CVS Health's Privacy and Information Security teams are dedicated to identifying and mitigating risk to the sophisticated systems that protect personal data, which can include medical, financial or other confidential information. These systems are reviewed and tested by third-party validators to check that the system is secure and protected.</p>

CSR Material Topics

Material Topics Defined

Material Topic	Pillar	Core Components	Definition
Diversity, Equity and Inclusion	Healthy Business Healthy Community	<ul style="list-style-type: none"> • Equal employment opportunity and affirmative action • Governance • Colleague resource groups • Diversity leadership teams • Supplier diversity initiatives • Board diversity • Enterprise progress report • Inclusive products • Community investments 	To help build a better world, we need a workforce that is representative of the communities we serve. To achieve this, CVS Health fosters a diverse, equitable and inclusive workplace, accepting of all employees from entry level to executive leadership, who bring unique perspectives based upon their race, ethnicity, gender, age, education, ability/disability, sexual orientation, religious affiliation, veteran and disabled veteran status, experience and thought. As part of our Transform Health 2030 strategy, we've committed to invest \$85 billion in inclusive wellness, economic development and advancement opportunities, of which diversity, equity and inclusion will be a core component.
Pricing of Drugs and Services	Healthy People	<ul style="list-style-type: none"> • Expanding visibility into drug costs • Transparency • Digital tools • Medication assistance programs • Role as a PBM • Formulary • Public policy 	We recognize the high cost of drugs and services can be a critical barrier for patients in our health care system. That's why we're committed to providing more affordable health care by expanding visibility into drug costs, providing transparent information about the cost of health services, and utilizing digital tools and analytics to help ensure that patients can manage their conditions efficiently and at a lower cost.
Employee Health and Safety	Healthy People Healthy Business	<ul style="list-style-type: none"> • Employee health benefits • Employee health services and resources (e.g., PPE) • New hire safety program • Employee safety initiatives • Colleague safety program • <i>Stamp Out Stigma</i> 	Our colleagues are critical to the success of our company and advancing our purpose. It is our goal to make sure that they and their families have the tools they need to stay on their path to better health. We offer our colleagues comprehensive benefits, services and resources to promote their physical, emotional and mental health.

CSR Material Topics

Material Topics Defined

Material Topic	Pillar	Core Components	Definition
Product Quality and Ingredients	Healthy Planet	<ul style="list-style-type: none"> • Chemical management • Patient safety • Customer safety • Climate action • Engaging internal and external stakeholders • Sustainable products and packaging • Expanding product offerings 	<p>As a diversified health services company helping people on their path to better health, it's our goal to provide high quality products that are efficacious while also being safe for our customers, communities and the planet. Our store brand products have always been subject to stringent standards of safety, quality and environmental responsibility. We regularly engage industry experts and key advocacy groups to address chemicals of concern and increase product safety and transparency. Additionally, we are committed to designing products that minimize environmental impacts throughout the life cycle and are safe for their intended and likely uses.</p>
Human Rights	Healthy Business	<ul style="list-style-type: none"> • Human rights policy • Ethical Sourcing & Customs Trade Partnership Against Terrorism Program (CTPAT) • Supply chain responsibility 	<p>As part of living up to our values, CVS Health remains committed to embedding human rights across our business and throughout our supply chain. We understand that human rights are fundamental rights and freedoms that all people are entitled to, without regard to race, color, religion, language, pregnancy, ancestry, age, gender, national origin, sexual orientation, gender identity, gender expression, mental or physical disability, genetic information, marital or veteran status. It's important that all colleagues, our Board Members and business partners recognize this commitment and regularly review and acknowledge the policy.</p>
Wages and Benefits	Healthy Business Healthy People	<ul style="list-style-type: none"> • Employee assistance program and counseling • <i>Stamp Out Stigma</i> • Paid parental leave • Total Rewards • Student loan support • 401(k) match 	<p>We know it is just as important to keep our colleagues healthy and on their path to better health as our members, patients and customers. We recognize how vital our colleagues are to our success and strive to offer them comprehensive and competitive benefits and wages. We do this by investing in their health through employee health insurance premiums, health savings accounts medical, prescription, dental and vision coverage, parental leaves, partner and family sick time, and other programs that support our colleagues on their holistic journey of wellbeing. We also strive to provide pay, benefits and services that meet the varying needs of our employees. We offer market-competitive pay, broad-based stock grants and bonuses, an Employee Stock Purchase Plan, healthcare and retirement benefits.</p>

CSR Material Topics

Material Topics Defined

Material Topic	Pillar	Core Components	Definition
Climate Action	Healthy Planet	<ul style="list-style-type: none"> • Engaging internal and external stakeholders • Sustainable operations • Sustainable products and packaging • CSR strategy • Retail sustainability 	<p>We believe the health of our planet is inextricably linked to the health of all people. Climate change is affecting global health, and we believe we can play a role in helping to reverse its devastating effects by mitigating our impacts. In 2020, we restated our science-based emissions reduction targets, aligning with the urgent call to limit global temperature rise to 1.5°C above pre-industrial levels. We are committed to doing our part, not only because it's our role as a leader in health care, but also because doing so makes us a more innovative organization, and inspires confidence from our investors, colleagues, suppliers and customers.</p>
Supply Chain Responsibility	Healthy Business Healthy Planet	<ul style="list-style-type: none"> • Pharmacy footprint • Climate action • Engaging internal and external stakeholders • Sustainable operations • Sustainable products and packaging • CSR strategy • Supplier diversity • Sustainable sourcing 	<p>We are committed to building healthier communities, which applies not only to our own operations but to our supply chain. Supplier responsibility extends to ensuring that all products and manufacturing efforts meet the CVS Health Supplier Code of Conduct as it pertains to the following: human rights, wages and working hours, environmental health and safety, sustainable packaging, chemical usage, energy and water efficiency, sustainable agriculture (when appropriate), waste reduction and management, carbon footprint and ethical production.</p>
Transparency	Healthy Business	<ul style="list-style-type: none"> • Purview ingredient screening • Chemicals of concern • Restricted substances list • Palm oil sourcing • CVS Beauty Mark • Human rights audits • Political contributions and disclosures • Labeling and transparency 	<p>Transparency is woven into CVS Health's business operations, from public disclosures of enterprise goal tracking to increased transparency in product ingredients. To further enhance our transparency, we joined the Sustainable Packaging Coalition's How2Recycle® program in 2020 and began including detailed recycling icons and instructions on our store brand product packaging. The How2Recycle label includes details on the type of packaging material, which components of the packaging are recyclable, and directions for how consumers should prepare each component for recycling.</p>

CSR Material Topics

Material Topics Defined

Material Topic	Pillar	Core Components	Definition
Responsible Marketing and Advertising	Healthy Business	<ul style="list-style-type: none"> • CVS Beauty Mark • Engaging with brands and suppliers • Diverse and inclusive marketing 	<p>As one of the largest and most trusted beauty retailers in the country, we are passionate about beauty and the important role it plays in overall health. We know that taking time to feel good on the outside enhances overall well-being. We also believe we have an opportunity, and a responsibility, to think about the messages we send to our customers and how these messages impact customer health. That is why we made a commitment not to materially alter the beauty imagery we create for our stores, marketing materials, websites, apps or social media. To support this initiative, we introduced the CVS Beauty Mark, a watermark that appears on imagery that is authentic and has not been materially altered. We are also working to integrate more diverse and inclusive marketing and advertising that's representative of all of the communities we serve.</p>
Packaging	Healthy Planet	<ul style="list-style-type: none"> • Biodegradable/bio-based packaging • Consumer views on packaging • Food waste • Packaging recyclability • Reuse of packaging • Receipt paper • Reusable bags • Vegetable and heavy metal-free inks • Synthetics plastics and chemical components • Marine life and plastics 	<p>Our commitment to a healthy planet extends into our stores and the homes of our consumers. From beauty and personal care products to food and beverage items, we're dedicated to taking a holistic approach to health. This includes offering products and packaging that consider environmental impacts and are free from unwanted ingredients. Our approach is to reduce and minimize the environmental impact of packaging by selling products that are packaged sustainably.</p>
Sustainable Operations	Healthy Planet	<ul style="list-style-type: none"> • Climate action • Green building • Energy efficiency • Reduced backhaul/hauling efficiency • Green fleets • Smart logistics • Water efficient landscaping • Water stewardship • Waste reduction • Recycling initiatives 	<p>With nearly 10,000 retail locations, 21 distribution centers, numerous field offices and a fleet of more than 4,000 delivery vehicles, we aim to drive efficiency across all aspects of our business — reducing our carbon footprint, energy usage, water consumption and waste. In 2020, we restated our science-based emissions reduction targets, aligning with the urgent call to limit global temperature rise to 1.5°C above pre-industrial levels.</p>

CSR Material Topics

Material Topics Defined

Material Topic	Pillar	Core Components	Definition
Prescription Drug Misuse	Healthy People Healthy Community	<ul style="list-style-type: none"> Guidelines for prescribing opioids for chronic pain Safe medication disposal & take-back Naloxone Pharmacists Teach® Internal education programs Philanthropic support Governance Guardian Angel 	<p>Prescription drug misuse has become a public health issue. As a diversified health services company with nearly 10,000 touchpoints in communities across the country, CVS Health is positioned to play a role in helping to reduce prescription drug misuse at the patient level, through our prescribing practices and through preventative education.</p>
Community Investments	Healthy Community Healthy Business Healthy People	<ul style="list-style-type: none"> <i>Building Healthier Communities</i> Increasing access to affordable quality care Colleague engagement, volunteerism and giving Skills-based and virtual volunteerism Pharmacists Teach Employee relief fund CVS Health Foundation National Association of Free and Charitable Clinics National Association of Community Health Centers <i>Project Health</i> 	<p>We understand that improving patients' access to quality health care can help counter public health challenges. We're committed to supporting the communities we serve by providing easily accessible health resources and have committed more than \$1.5 billion in social impact investments that build healthier communities over the next ten years.</p>
Ethics and Compliance	Healthy Business	<ul style="list-style-type: none"> Supplier compliance program Governance Government and regulators Ethics Anti-bribery Anti-corruption Illegal behavior 	<p>We conduct business with integrity, transparency and accountability. This includes protecting the valuable information our stakeholders have entrusted to us, meeting or exceeding applicable regulatory compliance and voluntary standards and using our expertise to advocate for solutions to our country's most pressing health care challenges. Regulatory compliance and voluntary standards are met or exceeded as part of CVS Health's commitment to lead and inspire growth through using the assets, scale and expertise of our business to create economic opportunities and value for employees, customers, suppliers and investors.</p>

CSR Material Topics

Material Topics Defined

Material Topic	Pillar	Core Components	Definition
Waste	Healthy Planet	<ul style="list-style-type: none"> • Waste reduction and diversion • Recycling • Food waste • Pharmaceutical waste • Effluents from waste • Manufacturing and office waste • Synthetic plastics and chemical components • Marine life and plastic • Reuse programs 	<p>We are committed to minimizing our waste and increasing opportunities for recycling to lessen environmental impacts, reduce costs and support regulatory standards. As part of our <i>Transform Health 2030</i> strategy, we've committed to reduce our environmental impact by at least 50 percent.</p>
Public Policy	Healthy Business	<ul style="list-style-type: none"> • Lobbying activity • Political donations • Transparency • Trade association participation • Governance • Healthcare • Insurance • Retail 	<p>As a national pharmacy innovation company, CVS Health is able to help advance public policy and legislation to build healthier communities. In collaboration with federal and state policymakers, industry peers, the business community and nonprofit and civic collaborators, we focus on topics such as the important role of the PBM in controlling drug costs, advancing legislation to address prescription opioid misuse and sharing our perspective on drug pricing. We strive to ensure we are being transparent and accountable for our political disclosures and continue to rank in the highest tier in these categories by the CPA-Zicklin Index.</p>
Governance	Healthy Business	<ul style="list-style-type: none"> • Helping reshape public policy • Safeguarding information and protecting privacy • Promoting a strong culture of compliance • Investor relations, transparency and raters and rankings • Responsibly managing our supply chain • Board of Directors 	<p>CVS Health upholds robust corporate governance practices. We achieve our long-term financial and strategic objectives by conducting business transparently and with integrity. Our strong leadership team and Board of Directors are poised to guide our company forward. Under their leadership, we maintain high levels of performance in areas of great importance to our corporate reputation including compliance, privacy, information security, public policy and supply chain responsibility.</p>

CSR Material Topics

Material Topics Defined

Material Topic	Pillar	Core Components	Definition
Social Determinants of Health	Healthy People Healthy Community	<ul style="list-style-type: none"> • Social and environmental factors • Unite Us collaboration • Analytics tool to help employers • Impact investments: affordable housing and independent living skills services for at-risk populations 	<p>Approximately 60 percent of a person's life expectancy can be influenced by their everyday activities outside of the doctor's office, including individual behaviors, and social and environmental factors, known as the social determinants of health, including transportation, education and behavioral health. The light shed on public health challenges and racial injustice in 2020 makes it more urgent than ever to understand and address the social determinants of health. As a leading retail pharmacy in the U.S., we understand that we have an unprecedented opportunity to improve the health of individuals and communities across the country.</p>
Chronic Disease Prevention and Management	Healthy People	<ul style="list-style-type: none"> • Preventative care and treatment • Transform Diabetes Care* • Transform Oncology Care™ • Chronic Kidney Care • Medication adherence • Coordinating care • Engaging patients • Healthier product options • Innovative collaborations 	<p>In the early months of 2020, preventing and managing chronic disease was our nation's biggest health challenge, driving 90 percent of health care spending, affecting six in 10 U.S. adults and disproportionately impacting historically disenfranchised communities. To address the health impacts and escalating costs related to chronic disease in the U.S., we continue to invest in the development of smart and robust solutions. Our efforts include expanding preventive care and treatment for chronic conditions such as End-Stage Renal Disease, improving medication adherence, coordinating care across the health care system, engaging patients where they are and offering healthier product options at our stores.</p>
Smoking Cessation	Healthy Community	<ul style="list-style-type: none"> • Removed tobacco from store shelves five years ago • <i>Be The First</i> • E-cigarettes and vaping among teens • Alliances • Agency pledge 	<p>In 2014, we made the bold decision to eliminate tobacco products from all CVS Pharmacy® stores nationwide, and we're still the only national pharmacy to do so. Not only did our decision lead to 100 million fewer packs of cigarettes being sold in the first year after their removal, but we also took our efforts beyond our stores, helping 200+ colleges and universities become tobacco-free over the past five years and committing \$50 million to deliver the first tobacco-free generation through our <i>Be The First</i> initiative. In 2020, we further evolved our strategy to combat e-cigarette use through strategic grantmaking, clinician training to ensure that providers are well-versed in how to address vaping with patients, and the Truth Campaign's text-based e-cigarette cessation tool.</p>

CSR Material Topics

Material Topics Defined

Material Topic	Pillar	Core Components	Definition
Medication Adherence	Healthy People	<ul style="list-style-type: none"> • Combatting rising drug costs • CVS Caremark® • CVS Specialty®, online/digital tools, two-way messaging 	<p>CVS Health has been focused on improving medication adherence and prescription utilization for more than a decade. Better adherence is foundational to improving health outcomes and is one of the most effective ways to improve management of conditions. Yet up to 50 percent of people fail to take their medications. That is why CVS Health employs strategies to increase medication adherence and improve patient outcomes, such as personalized care planning through our Pharmacy Advisor® program and expanded outreach to high-risk members through our newest program, Pharmacist Panel™.</p>
Water	Healthy People Healthy Planet	<ul style="list-style-type: none"> • Access to water and water services • Consumer water use • Water sourced for production • Water discharge/quality/pollution • Water use in agriculture • Water-related risks and management • Safe drinking water 	<p>Improving access to water, managing water use and extracting water sustainably across the value chain are key to sustainable water stewardship. Access to water is critical to the health of our communities, which is why we have committed to reducing water use and ensuring appropriate water management throughout the value chain, especially in water-stressed areas.</p>
Workforce Development	Healthy Business	<ul style="list-style-type: none"> • MyCVS Journey Pathways to Health Care Careers • Workforce Innovation & Talent Centers • Registered apprenticeships • Attracting and equipping diverse talent • Heroes2Careers military hiring program • Talent Is Ageless mature worker hiring program • Abilities in Abundance hiring program • Colleague Resource Groups 	<p>As a diversified health services company, we know that the way we do business has far-reaching impacts on the health of millions of Americans and the economic mobility of thousands of communities across the country. Our workforce development programs and recruitment strategies utilize the exceptional talents available in our local communities to ensure CVS Health colleagues serve as the face of health care for generations to come.</p>

CSR Material Topics

Material Topics Defined

Material Topic	Pillar	Core Components	Definition
<p>Risk Management</p>	<p>Healthy Business</p>	<ul style="list-style-type: none"> • Enterprise Response and Resiliency • 24/7 operations center • Safeguarding information • Protecting privacy • Supply chain • Human rights • Project Health • Governance • Board of Directors 	<p>Operating any business will incur risks, which is why CVS Health has a robust management process in place to identify and evaluate risks across the enterprise related to our governance, reputation, physical assets, supply chain, operations, patients and colleagues. CSR risks are reviewed by the Nominating and Corporate Governance Committee on an annual basis, focusing on topics like climate change — including science-based GHG emissions targets — opioid misuse and tobacco use among youth. Colleagues with direct oversight of areas within our four CSR pillars are responsible for driving performance and meeting established targets as part of their business plan. These internal partners are regularly engaged by the CSR team to provide progress updates and identify emerging risks and opportunities.</p>

CSR Material Topics

Material Topics Boundaries

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

CSR Material Topics

Material Topics Boundaries

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

CSR Material Topics

Material Topics Boundaries

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

CSR Material Topics

Material Topics Boundaries

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

Workforce Data

Employment by Type and Gender

Total Employee Count: 299,980 as of 12/31/2020
 Additional workforce diversity data is also available in our
[Consolidated Employer Information Report EEO-1](#).

Employment + Type

	2020	2019	2018
Full-time	71%	72%	65%
Part-time	29%	28%	35%

Employment + Gender

	2020	2019	2018
Female	70%	70%	69%
Male	30%	30%	31%
Unspecified	0%	0%	<1%

Employment + Age

	2020	2019	2018
Up to 24	16%	15%	17%
24 to 54	68%	69%	68%
55+	16%	16%	15%

Workforce Data

Employment + Race/Ethnicity

Total Employee Count: 299,980 as of 12/31/2020



1%
Native Hawaiian or
Other Pacific Islander*

11%
Asian*
(not Hispanic
or Latino)

15%
Hispanic/
Latino*

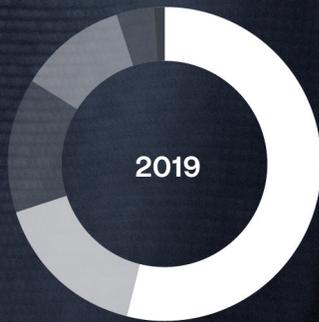
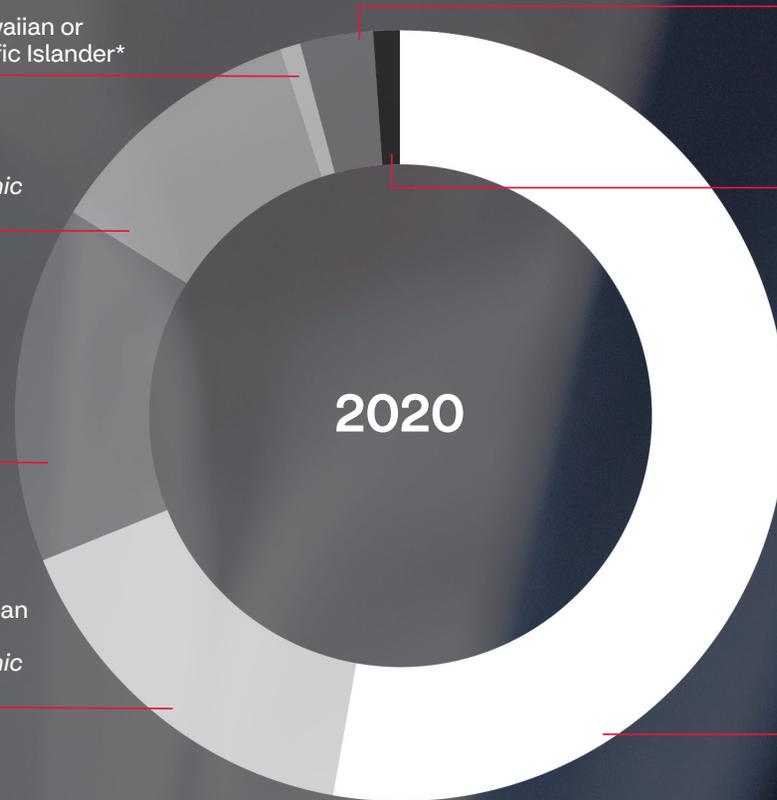
16%
Black/African
American*
(not Hispanic
or Latino)

3%
Two or More
Races*

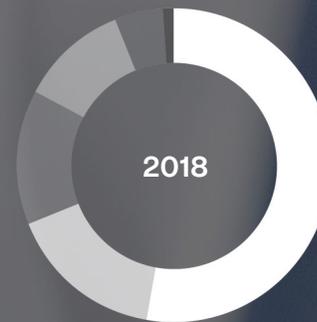
1%
Unspecified

0%
American
Indian/Alaska
Native*
(not Hispanic
or Latino)

53%
White
(not Hispanic
or Latino)



54% White
(not Hispanic or Latino)
16% Black*
(not Hispanic or Latino)
14% Hispanic*
11% Asian*
(not Hispanic or Latino)
4% Other
1% Unspecified



53% White
(not Hispanic or Latino)
16% Black*
(not Hispanic or Latino)
14% Hispanic*
11% Asian*
(not Hispanic or Latino)
5% Other
1% Unspecified

*American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander and Two or More Races are reporting categories introduced in 2020. "Other" was discontinued as a category in 2020 and is broken down into various categories.

Workforce Data

Gender by Employment Level

Board of Directors + Gender

Total Board Members: 13 as of 12/31/2020

	2020 *	2019	2018**
Female	31%	25%	33%
Male	69%	75%	67%

*Following our Annual Meeting of Stockholders in May 2021

**Pre-Aetna close

Officers of the Company + Gender

Total Employee Count, Officers of the Company: 12 as of 3/31/2021

	2021
Female	42%
Male	58%

Vice President and Above + Gender

Total Employee Count, Vice President and Above: 443 as of 12/31/2020

	2020	2019	2018
Female	39%	36%	34%
Male	61%	64%	66%

Manager Level and Above + Gender

Total Employee Count, Manager Level and Above: 35,515 as of 12/31/2020

	2020	2019	2018*
Female	52%	52%	51%
Male	48%	48%	49%
Unspecified	0%	0%	<1%

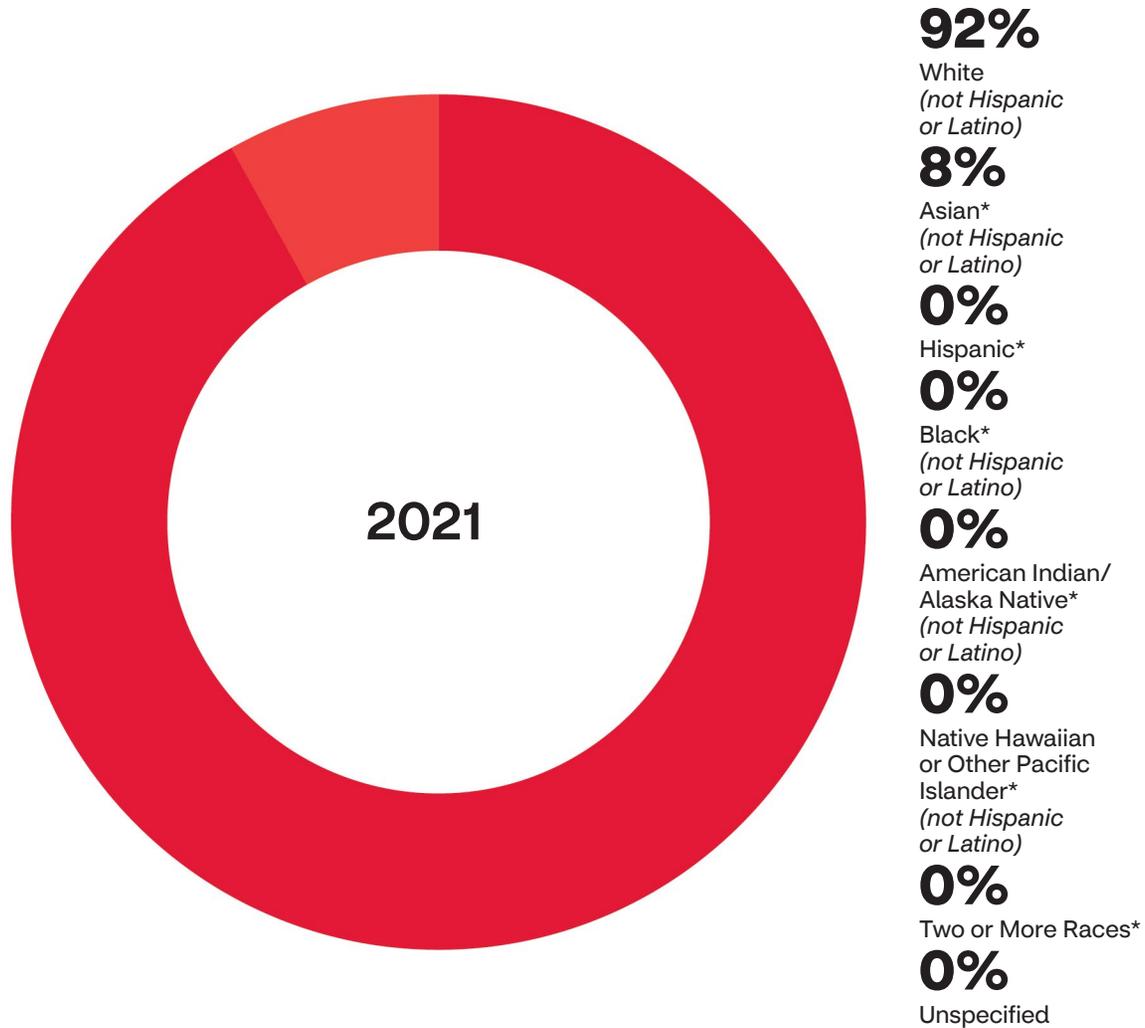
*Total does not add up to 100 due to rounding

Workforce Data

Ethnicity by Employment Level

Officers of the Company + Race/Ethnicity

Total Employee Count, Officers of the Company: 12 as of 3/31/2021



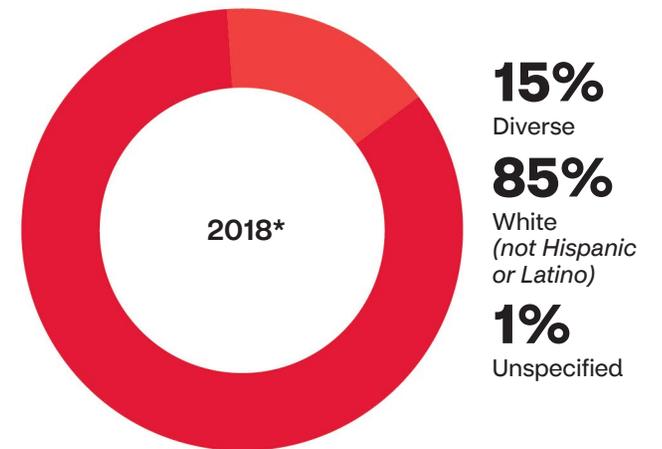
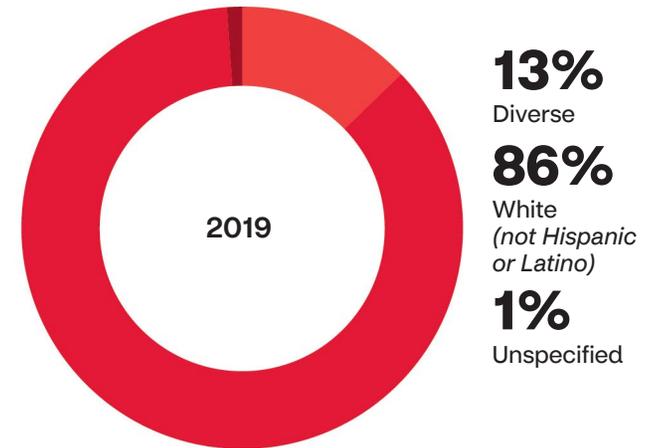
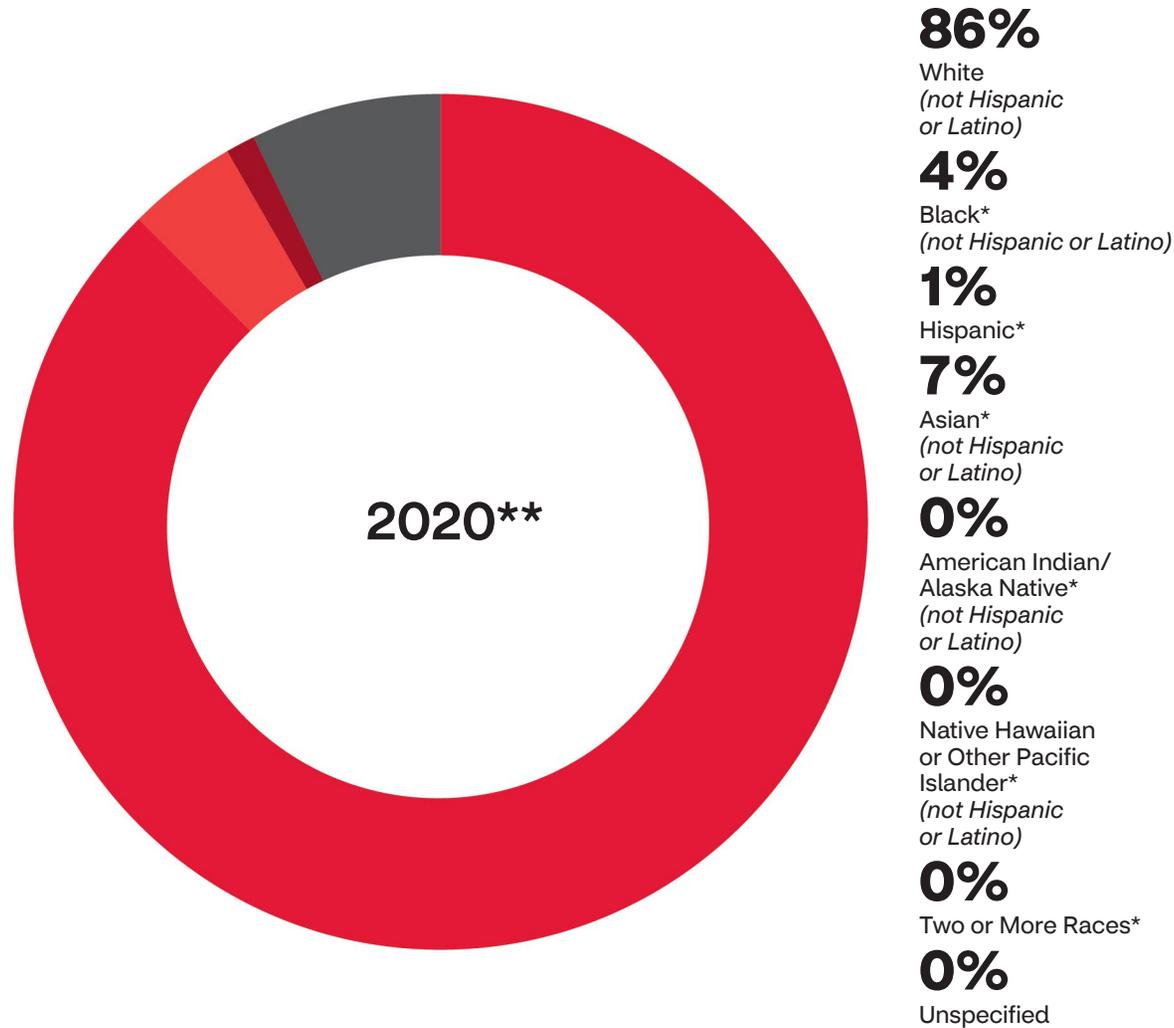
*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories.

Workforce Data

Ethnicity by Employment Level

Vice President and Above + Race/Ethnicity

Total Employee Count, Vice President and Above: 443 as of 12/31/2020



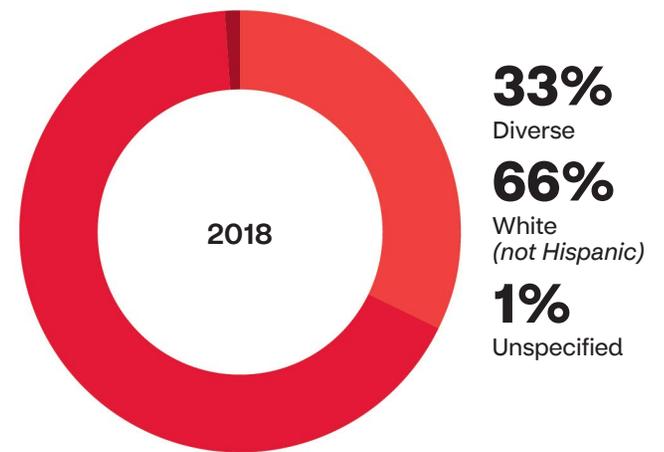
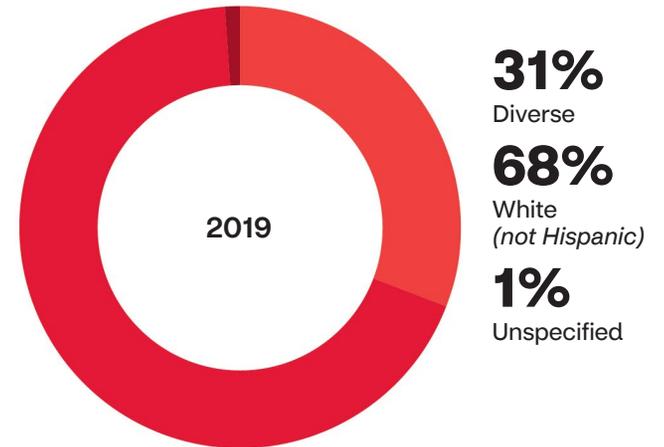
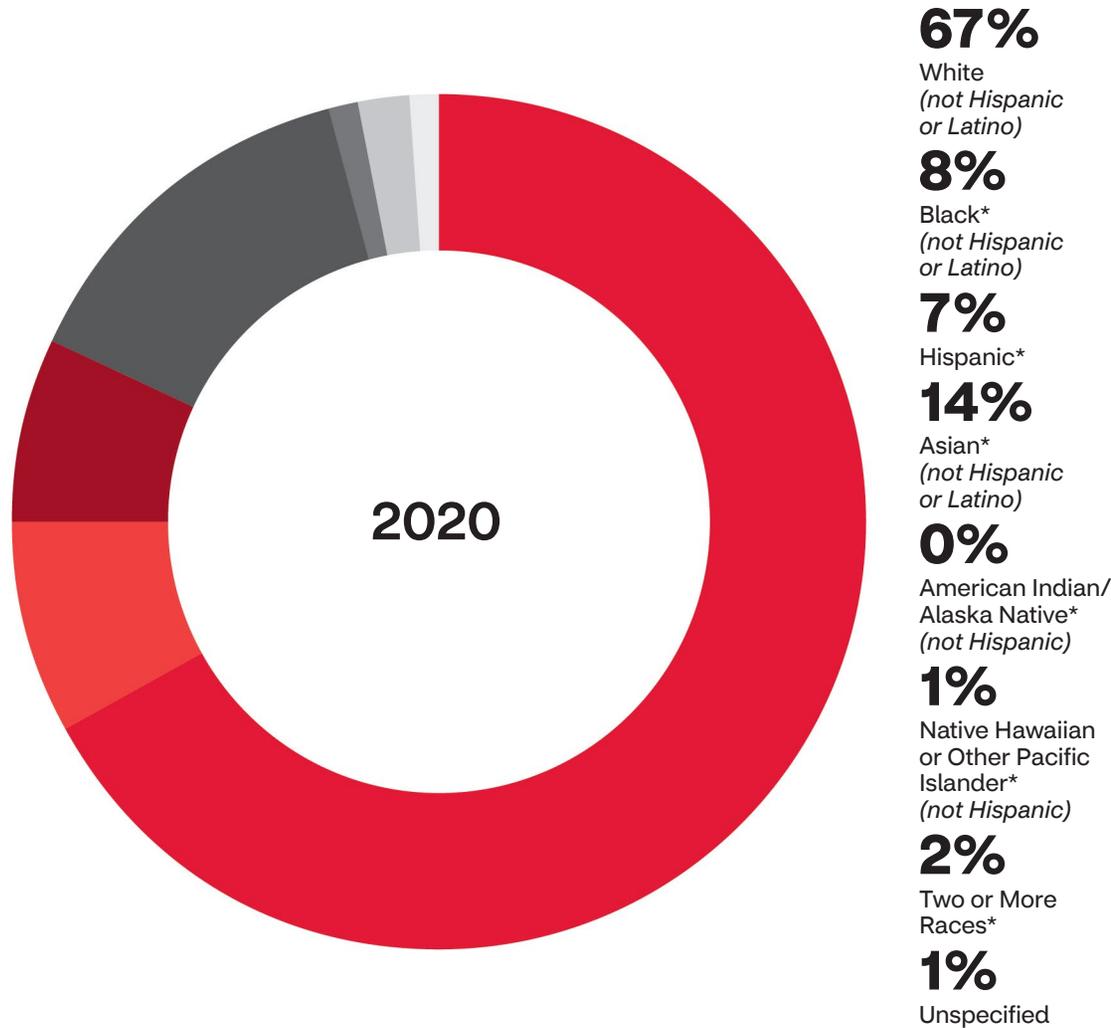
*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories. ** Total does not add up to 100 due to rounding

Workforce Data

Ethnicity by Employment Level

Manager Level and Above + Race/Ethnicity

Total Employee Count, Manager Level and Above: 35,515 as of 12/31/2020

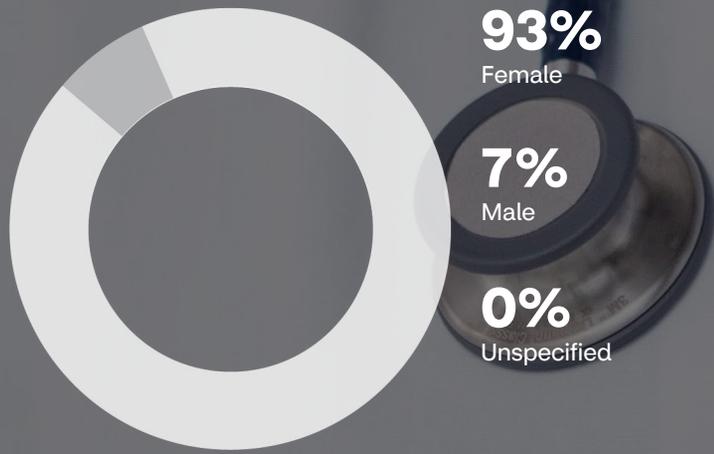


*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories.

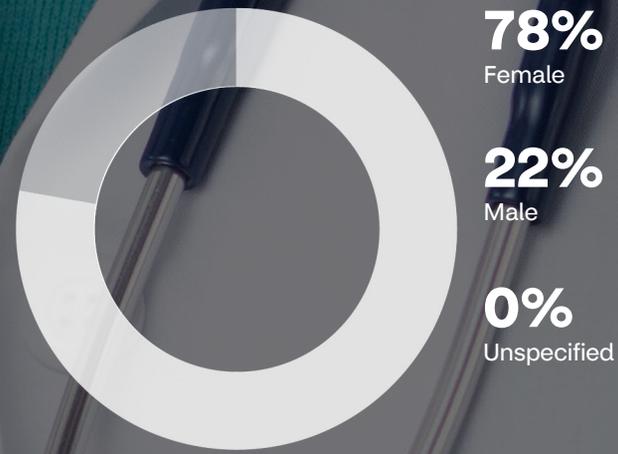
Workforce Data

Gender and Race/Ethnicity by Selected Roles

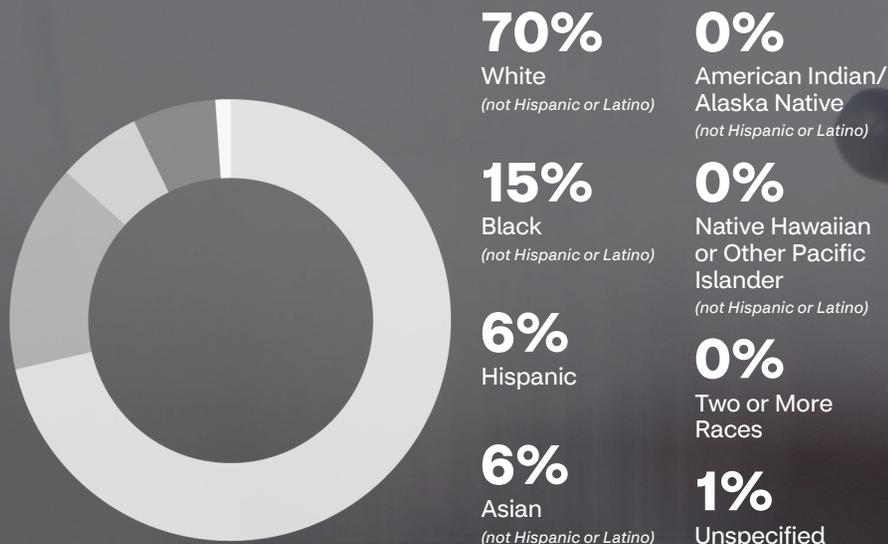
Nurses + Gender*



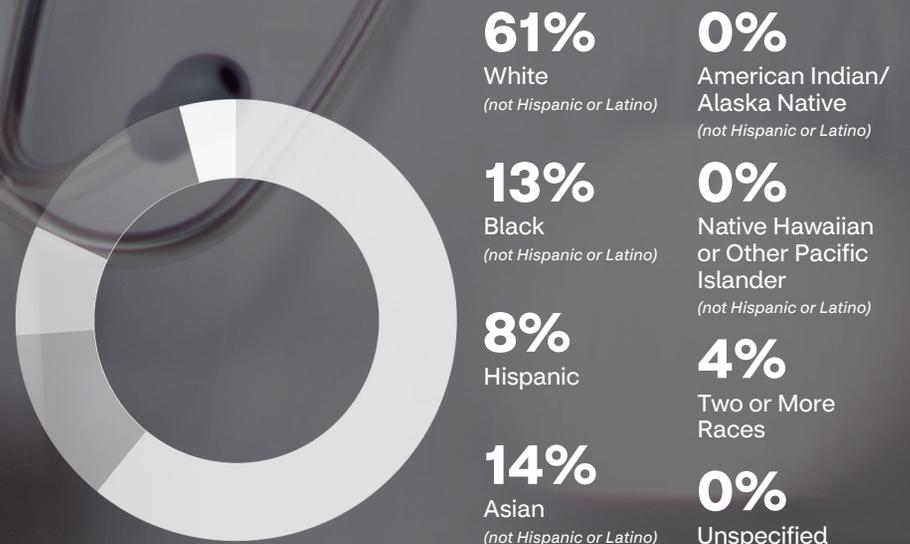
Physician Assistants + Gender



Nurses + Race/Ethnicity**



Physician Assistants + Race/Ethnicity

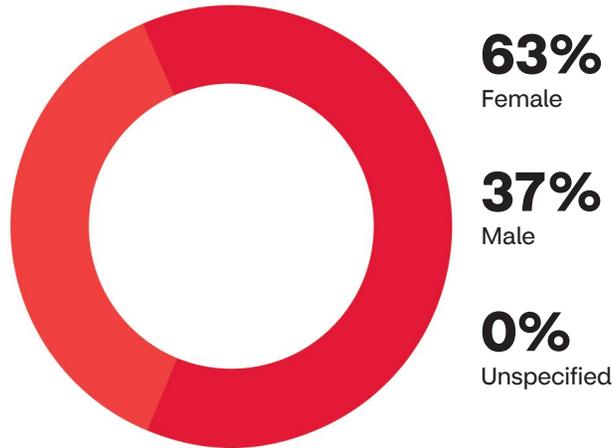


*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories. ** Total does not add up to 100 due to rounding

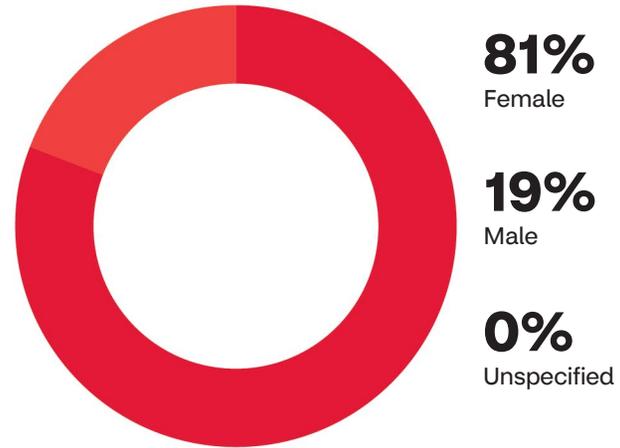
Workforce Data

Gender and Race/Ethnicity by Selected Roles

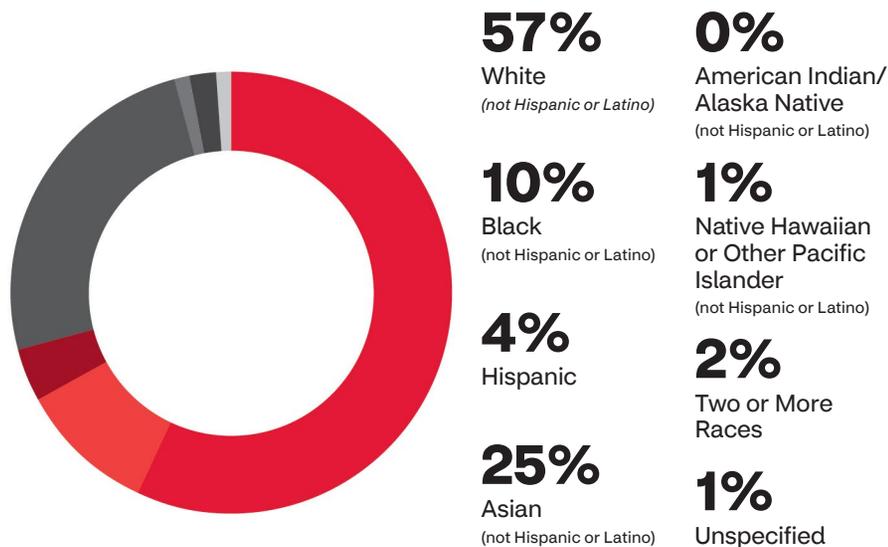
Pharmacists + Gender*



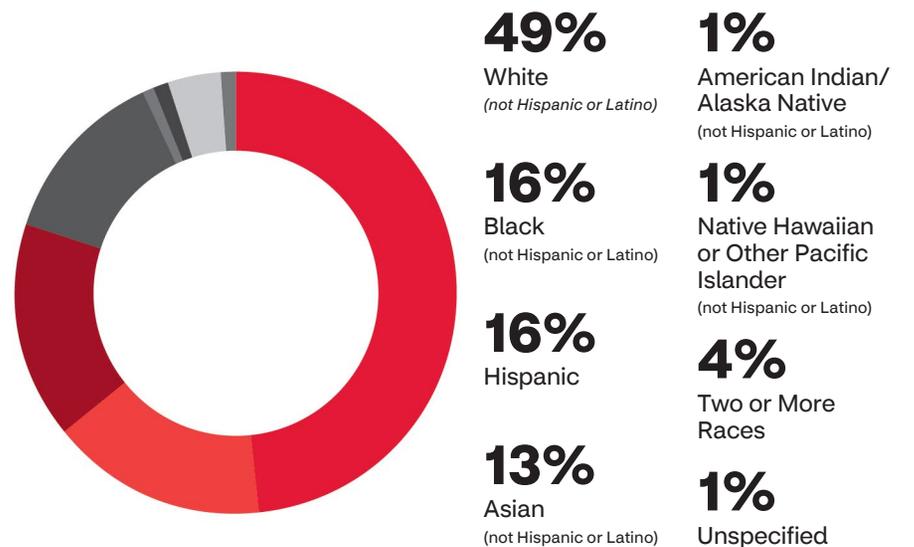
Pharmacy Technicians + Gender



Pharmacists + Race/Ethnicity



Pharmacy Technicians + Race/Ethnicity*

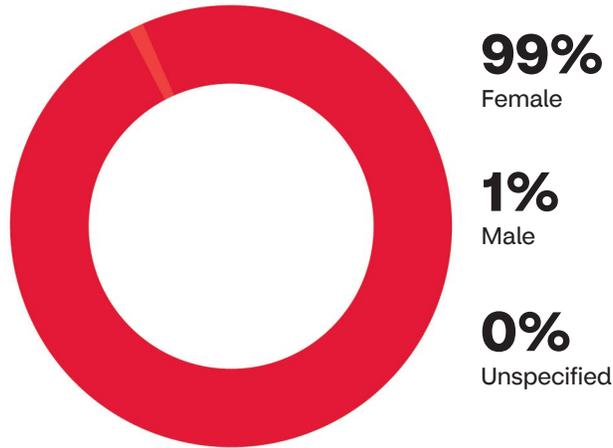


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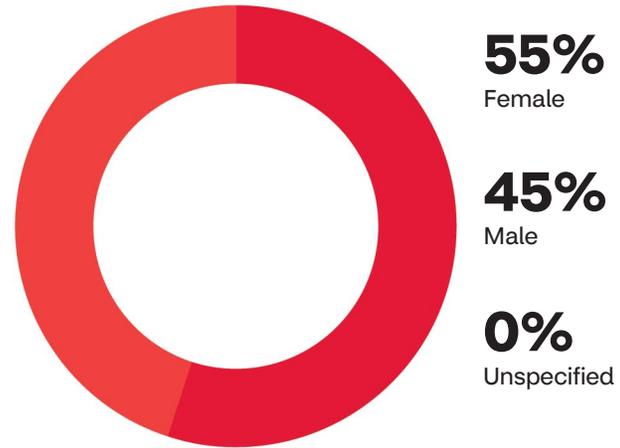
Workforce Data

Gender and Race/Ethnicity by Selected Roles

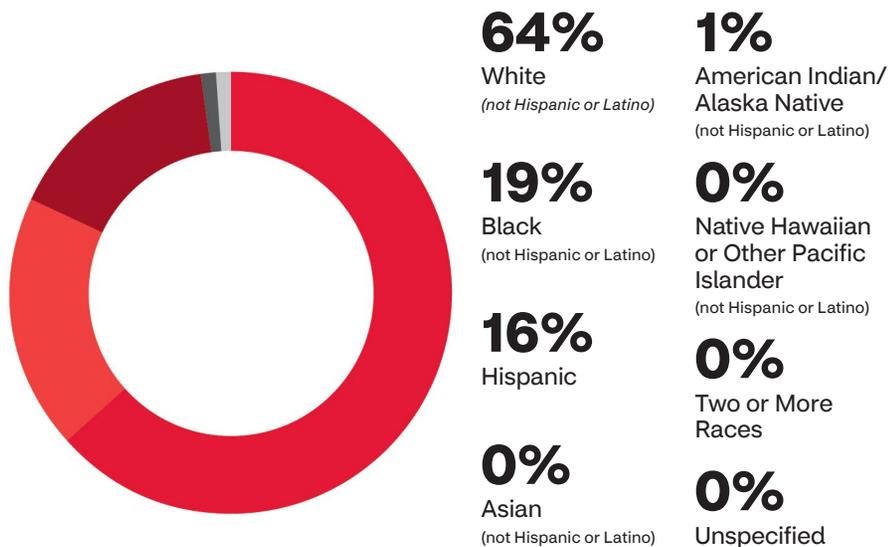
Social Workers + Gender



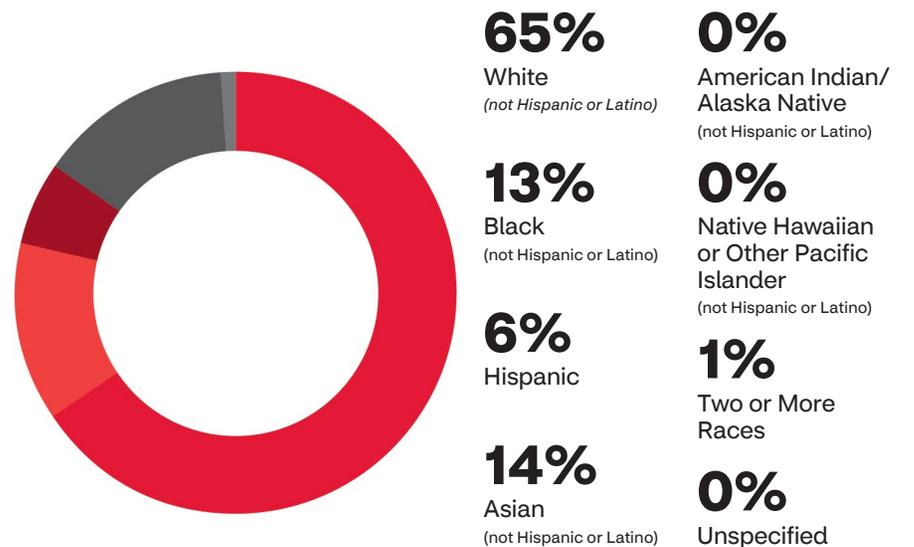
Medical Directors + Gender



Social Workers + Race/Ethnicity



Medical Directors + Race/Ethnicity*

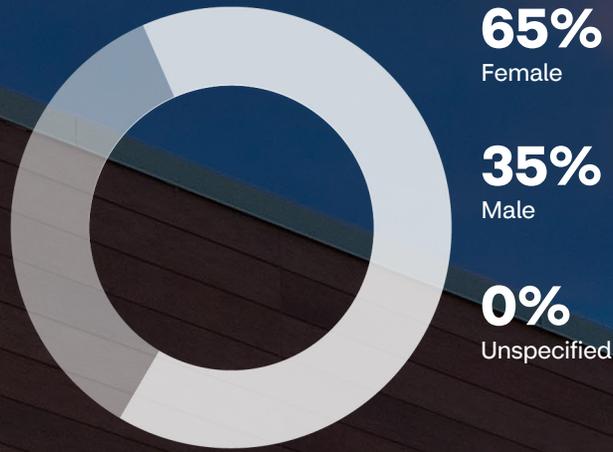


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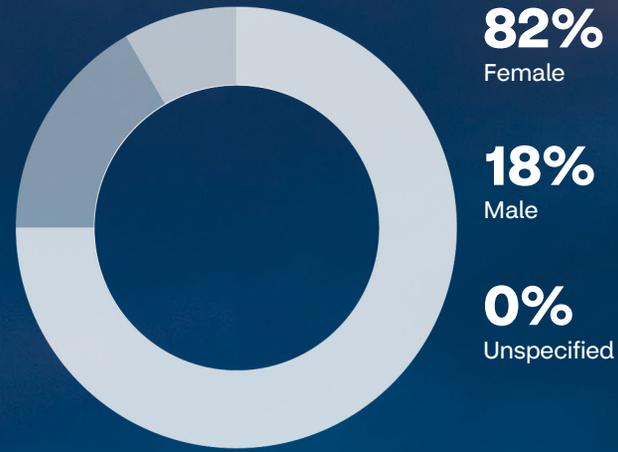
Workforce Data

Gender and Race/Ethnicity by Selected Roles

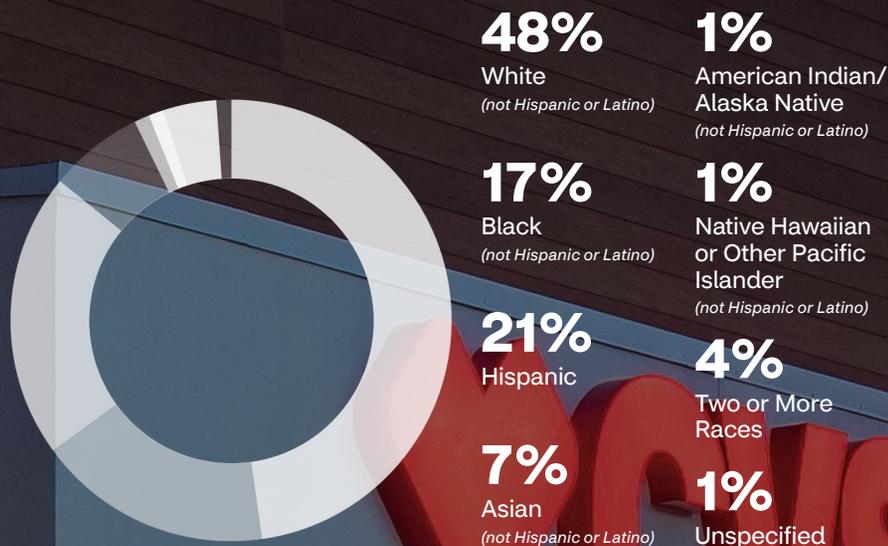
Front Store + Gender



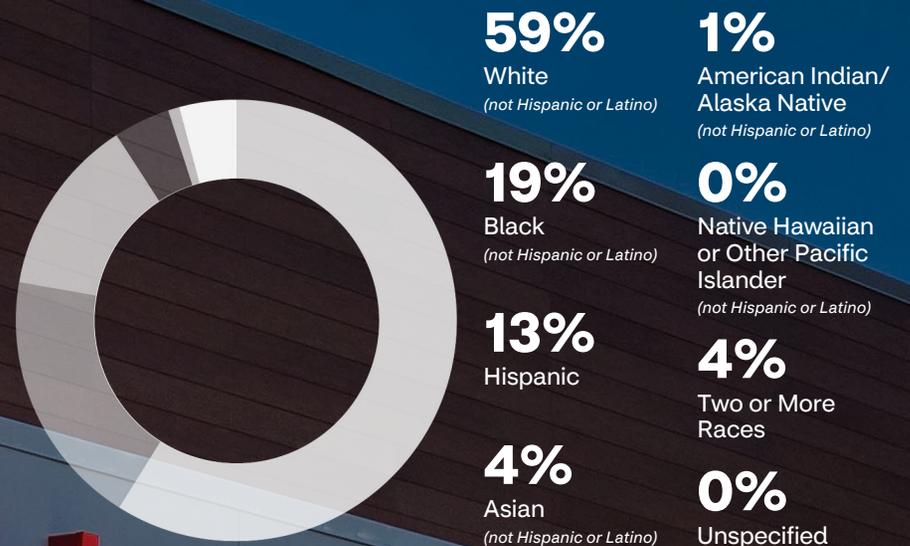
Care Concierge + Gender



Front Store + Race/Ethnicity



Care Concierge + Race/Ethnicity

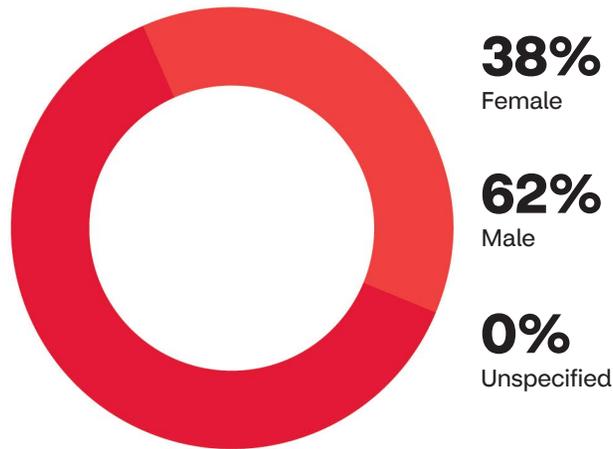


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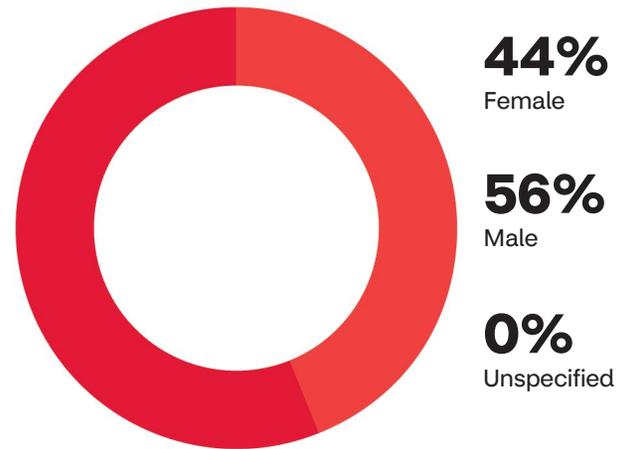
Workforce Data

Gender and Race/Ethnicity by Selected Roles

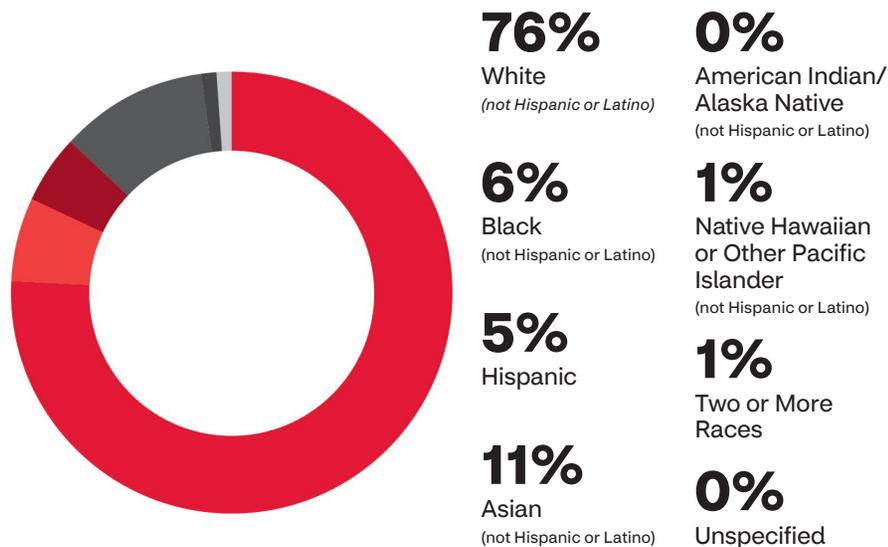
Field Leadership + Gender



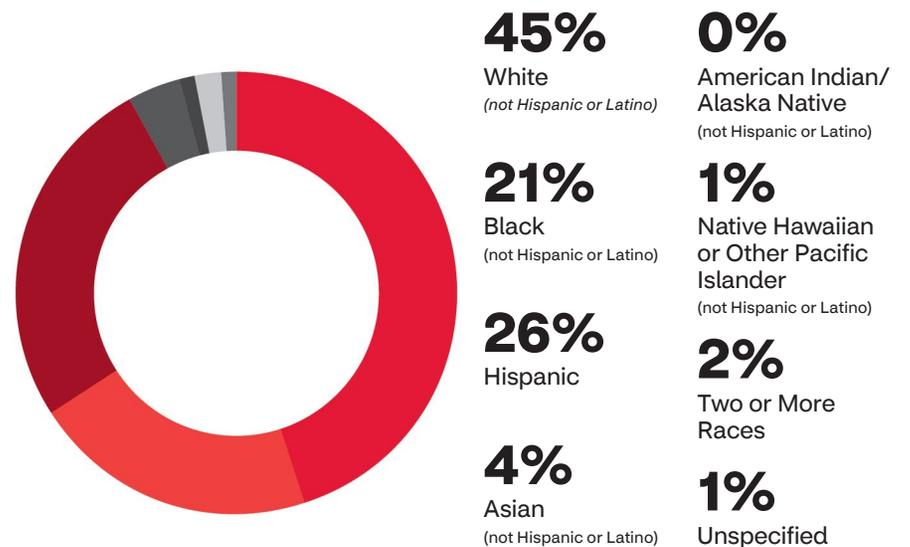
Distribution Center + Gender



Field Leadership + Race/Ethnicity



Distribution Center + Race/Ethnicity



Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories.

Workforce Data

Occupational Data

Occupational Illness Frequency Rate	3.0
Employee Injury Rate	Company-wide: 2.60 (includes injury and illness) Retail: 3.00 (2020); 3.52 (2019); 3.57 (2018) Distribution Centers: 5.31 (2020); 5.58 (2019); 5.15 (2018)
Days Away From Work	Days away from work at retail totaled 45,241; and days away from work at distribution centers totaled 5,589.
DART Rate	0.913

Employee Engagement Data

Levels of Employee Engagement	82 percent of the workforce was actively engaged in 2020.
Average hours of training per employee per year	<p>CVS Health offers several resources and programs that attract, engage, develop, advance and retain colleagues. We provide a robust online orientation program that pairs new hires with seasoned colleagues and the training continues throughout a colleague's career, through in-person, virtual and self-paced learning at all levels. We also provide tools and workshops for colleagues to manage their career development. Our training practices consider updated, tech-enabled tools and keep our colleagues informed of new developments in our industry that are relevant to their roles. As of December 31, 2020, CVS Health colleagues have completed more than 2.8 million hours of trainings.</p> <p>Our colleague development program also promotes the importance of compliance across our business. CVS Health colleagues demonstrate this commitment through our annual Code of Conduct training, which 100 percent of active colleagues completed in 2020. In 2020, we launched 75 different training courses as part of our annual Enterprise Compliance Training Program.</p>
Paid parental leave	Full-time employees who welcome a new child into their home can take up to four weeks away from work at 100% of their pay to ensure the newest addition to their family gets off to a strong start in life.

Workforce Data

Job Security & Pay Practices Data

New employee hires	69,039
Rate of employee turnover	Total employee turnover in 2020 was 30.9 percent; Involuntary employee turnover in 2020 was 5 percent; Voluntary employee turnover in 2020 was 25.9 percent.
Ratio of the entry level wage to minimum wage	1.01
Percentage of employees earning minimum wage	100 percent

Average hourly wage by region	AVERAGE HOURLY WAGE BY STATE							
	Location State	Average Pay Hourly Rate	Location State	Average Pay Hourly Rate	Location State	Average Pay Hourly Rate	Location State	Average Pay Hourly Rate
	AK	\$30.38	IL	\$25.14	ND	\$22.70	SD	\$35.44
	AL	\$24.95	IN	\$23.35	NE	\$25.23	TN	\$21.87
	AR	\$26.70	KS	\$25.45	NH	\$24.86	TX	\$22.96
	AZ	\$22.89	KY	\$22.72	NJ	\$23.41	UT	\$25.16
	CA	\$26.79	LA	\$24.14	NM	\$26.55	VA	\$24.21
	CO	\$28.78	MA	\$23.40	NV	\$22.19	VT	\$23.48
	CT	\$24.96	MD	\$24.35	NY	\$23.97	WA	\$30.67
	DC	\$22.94	ME	\$25.70	OH	\$22.73	WI	\$25.14
	DE	\$22.24	MI	\$23.42	OK	\$23.63	WV	\$22.59
	FL	\$22.53	MN	\$27.04	OR	\$29.54	WY	\$33.78
	GA	\$24.27	MO	\$23.32	PA	\$22.18		
	HI	\$20.32	MS	\$24.70	PR	\$17.52		
	IA	\$24.73	MT	\$28.65	RI	\$22.92		
	ID	\$25.62	NC	\$24.06	SC	\$24.05		

Median annual compensation	\$55,716
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Environmental Data

Total Energy Usage by Type 2018-2020

	Electricity (Million MWH)	Natural Gas (Million Therms)	Propane & Oil (Therms)	Fuel Consumption* (Million Gallons)
2018	2.6	14.2	449,475	11.4
2019	2.6	14.6	476,212	12.6
2020	2.5	13.4	423,517	10.3

Progress Towards 1.5 degree SBT, for 2018-2020 and 2014 baseline

Baseline Year	CO2e* (MT)	Reduction Against Baseline
2014	1,738,868	N/A
2018	1,269,278	-27%
2019	1,193,890	-31%
2020	1,142,764	-34%
2030 target	570,349	-67%

*Scope 1 and 2 market-based method

Environmental Data

GHG Emissions by Scope 2018-2020

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

External Assurance: CVS Health carbon footprint data from 2018-2020 has been externally assured.

	2020		2019		2018	
	Tonnes of CO ₂	%	Tonnes of CO ₂	%	Tonnes of CO ₂	%
Scope 1 Natural Gas, Other Fuels, Corporate Jet, Corporate Car Fleet, Private Delivery Fleet, Refrigerants	165,384	13%	157,114	12%	177,347	13%
Scope 2 Electricity, Steam, Chilled Water	977,380	81%	1,024,682	77%	1,096,724	80%
Scope 3 Dedicated Delivery Fleet, Employee Air Travel, Employee Personal Car Travel, Rental Cars	69,805	6%	153,421	11%	89,788	7%

Environmental Data

GHG Emissions (Metric Tonnes of CO₂e) 2018-2020

Scope 1 Breakdown	2020	2019	2018
Scope 1 Total	165,384	157,199	177,347
Natural Gas	71,341	77,664	75,280
Other Fuels	2,788	3,104	2,904
Corporate Fleet	10,287	8,861	5,491
Private Delivery Fleet	29,488	30,250	33,254
Refrigerants	48,317	30,681	55,549
Air Fleet	3,164	6,639	4,869

Scope 2 Breakdown	2020	2019	2018
Scope 2* Total	977,380	1,036,690	1,091,930
Electricity*, Steam, and Chilled Water	977,380	1,036,690	1,091,930
Scope 1 and 2* Total	1,142,764	1,193,890	1,269,278

*Market-based

Environmental Data

GHG Emissions (Metric Tonnes of CO₂e) 2018-2020

Scope 3 Breakdown	2020	2019	2018
Scope 3 Total	10,893,887	21,600,950	12,643,144
1. Purchased Goods & Services	9,424,547	20,258,908	10,986,343
2. Capital Goods	1,011,989	1,011,730	1,091,380
3. Upstream T&D Losses	49,817	51,657	51,837
4. Upstream Transportation	0	0	0
5. Waste	65,196	35,237	31,736
6. Business Travel	24,656	106,796	35,856
Business Air Travel	12,289	77,964	53,932
Rental Cars	3,098	10,199	3,553
Personal Car	9,268	18,632	12,413
7. Employee Commuting	20,400	20,400	20,400
8. Upstream Leased Assets	0	0	0

Environmental Data

GHG Emissions (Metric Tonnes of CO₂e) 2018-2020

Scope 3 Breakdown	2020	2019	2018
9. Downstream Transportation & Distribution	150,648	116,222	53,932
10. Processing of Sold Products	0	0	0
11. Use of sold products	0	0	0
12. End of life of sold products	0	0	0
13. Downstream Leased Assets	0	0	0
14. Franchises	0	0	0
15. Investments	0	0	0

Environmental Data

GHG Emissions Scope Breakdown 2018-2020

Scope 1 Breakdown	2020	2019	2018
Scope 1 Total	14%	13%	14%
Natural Gas	6%	7%	6%
Other Fuels	0%	0%	0%
Corporate Fleet	1%	1%	0%
Private Delivery Fleet	3%	3%	3%
Refrigerants	4%	3%	4%
Air Fleet	0%	1%	0%

Scope 2 Breakdown	2020	2019	2018
Scope 2* Total	86%	87%	86%
Electricity*, Steam, and Chilled Water	86%	87%	86%
Scope 1 and 2* Total	100%	100%	100%

Environmental Data

GHG Emissions Scope Breakdown 2018-2020

Scope 3 Breakdown	2020	2019	2018
Scope 3 Total	100%	100%	100%
1. Purchased Goods & Services	86.5%	93.8%	87%
2. Capital Goods	9.3%	6%	9%
3. Upstream T&D Losses	0.4%	0%	0%
4. Upstream Transportation	0.0%	0%	0%
5. Waste	0.6%	0%	0%
6. Business Travel	0.2%	1%	0%
Business Air Travel	0.1%	0.5%	0.4%
Rental Cars	0.0%	0.1%	0.0%
Personal Car	0.1%	0.1%	0.1%
7. Employee Commuting	0%	0%	0%
8. Upstream Leased Assets	0%	0%	0%

Environmental Data

GHG Emissions Scope Breakdown 2018-2020

Scope 3 Breakdown	2020	2019	2018
9. Downstream Transportation & Distribution	0.4%	0.5%	0%
10. Processing of Sold Products	0%	0%	0%
11. Use of Sold Products	0%	0%	0%
12. End of Life of Sold Products	0%	0%	0%
13. Downstream Leased Assets	0%	0%	0%
14. Franchises	0%	0%	0%
15. Investments	0%	0%	0%

Environmental Data

Hazardous Waste Disposal Methods 2018-2020

Disposal Methods	2020		2019		2018	
	Waste in Tonnes	% of Total	Waste in Tonnes	% of Total	Waste in Tonnes	% of Total
Waste Recovered (Including Energy Recovery)	2,331	56%	2,082	44.94%	2,274	44.94%
Waste Recycled	744	17%	391	8.39%	425	8.39%
Waste Reused	0.2	<1%	511	9.6%	486	9.6%
Waste Incinerated	1,038	24%	1,328	29.93%	1,515	29.93%
Waste to Landfill	159	4%	0	0%	0	0%
Total Waste Generated	4,272	100%	4,385	100%	5,060	100%

Environmental Data

Recycling Figures 2020

- 281,971 tons were recycled through all programs at retail stores, corporate offices and distribution centers (including Coram®, Caremark® and Omnicare®)
- 8 tons of plastic bags were diverted from landfills to our plastic bag recycling program (G2)
- Other recycling figures:
 - 29.8 tons of mixed paper (G2)
 - 0.42 tons of PET and plastic bottles (G2)
 - 64,335 tons of white paper (Iron Mountain)



Environmental Data

Water Use Intensity Measurement 2018-2020

	Total Water Usage (ML)	SF of Retail Space (Millions)	Normalized Water Usage (Per Square Foot of Retail Space in ML)
2018	5,639	80.4	0.00007
2019	6,065	80.6	0.00008
2020	5,612	80.4	0.000068

In 2020, our water usage per square foot of retail space decreased by 3 percent, and our total water use decreased by 10 percent from 2019 in part due to reduced consumption due to the impacts of the COVID-19 pandemic and more extensive data collection which enhanced our ability to capture our water footprint.

Social Compliance Audit Summary

As indicated in our Human Rights Policy, we require our suppliers to provide fair and safe working conditions for all workers and to treat their employees with dignity and respect. Through risk-based audits conducted by our independent third-party reviewer, UL, our Factory Audit Program monitors our suppliers' compliance with social, legal and trade security standards. Since 2015, we

have mandated that suppliers outside of the U.S. and Canada participate in e-learning on these topics. In 2020, we partnered with ELEVATE, an independent third party, to launch an additional e-learning focused on fire safety, requiring all of our new, existing store brand and direct import suppliers and factories outside of the U.S. and Canada to take this course.

CVS Health maintains a strict zero-tolerance policy when auditing factories, and we take this commitment seriously. If a Zero Tolerance issue is found, the factory is immediately put on probation and orders are cancelled. Alert Notification issues are serious issues that we require immediate action on. If an Alert Notification issue is found during an audit, factories must provide evidence that the issue has

been addressed and undergo a verification process. Failure to successfully complete the verification process will result in the factory being placed on probation. Probationary periods last one year, after which we conduct a new audit to determine if we will consider working together again.

Zero Tolerance Issue	Number of Factories Found to Have an Issue
Child Labor	1
Abuse & Harassment	1
Bribery	3
Forced, Prison Labor, Human Trafficking	0
Confirmed Falsified Audit Report and/or Business License	0

Social Compliance Audit Summary

Alert Notification Issue	# of Factories	Action Taken
Life Threatening Finding (Locked/Blocked Exits, Blocked Pathways)	32	<p>The factories resolved the issue(s) immediately and provided evidence that the issue(s) had been corrected.</p> <ul style="list-style-type: none"> - 30 of the factories underwent the verification process to ensure that this was not a reoccurring issue(s). - 1 of the factories did not go through the verification process due to order cancellation - 1 of the factories was put on probation as a result of the verification process.
Discrimination	6	<p>All factories resolved the issue(s) immediately and provided evidence that the issue(s) had been corrected. All factories underwent the verification process to ensure this was not a reoccurring issue(s).</p>
Non-disclosure of Finished Goods Subcontracting (Tier 1 Subcontractors)	6	<p>The supplier and factory immediately provided information on their Tier 1 subcontractor.</p> <ul style="list-style-type: none"> - 5 Tier 1 subcontractors were audited - 1 Tier 1 subcontractor was not audited due to order cancellation.
Missing Business License	1	<p>The factory provided other documentation confirming that they were a legitimate business and immediately applied for an official business license. The factory provided their official business license once it was received.</p>

Global Reporting Initiative (GRI) Index

General Disclosures

Organizational Profile

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
102-1	Name of the organization	CVS Health*
102-2	Activities, brands, products and services	Corporate Profile, p. 5, 2020 CSR Report
102-3	Location of headquarters	Corporate Profile, p. 5, 2020 CSR Report
102-4	Location of operations	Corporate Profile, p. 5, 2020 CSR Report
102-5	Ownership and legal form	CVS Health is a publicly traded corporation on the New York Stock Exchange. Ticker symbol: CVS
102-6	Markets served	Corporate Profile, p. 5, 2020 CSR Report
102-7	Scale of the organization	Corporate Profile, p. 5, 2020 CSR Report Quantity of products or services provided: In 2020, ~24 percent of our front store CVS Pharmacy revenues came from store and proprietary brands. ~76 percent came from national brands.
102-8	Information on employees and other workers	All work is performed by our company's employees, with a large majority of them performing retail-related duties in our nearly 10,000 retail locations located in the U.S. CVS Health Workforce Data, p. 18, 2020 CSR Report Appendix
102-9	Supply chain	Corporate Profile, p. 5, 2020 CSR Report
102-10	Significant changes to the organization and its supply chain	Corporate Profile, p. 5, 2020 CSR Report

Global Reporting Initiative (GRI) Index

General Disclosures

Organizational Profile Continued

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
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 Cosmetic Safety Policy, Restricted Substance List and Animal Testing Policy. These policies outline our commitment to providing customers with safe products, should an ingredient be suspected of causing harm.</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. 20, 2020 CSR Report; CSR Strategy, p. 9, 2020 CSR Report
102-13	Membership of associations	Using our Voice to Influence Public Policy, p. 79, 2020 CSR Report; Trade Association and Coalition Participation Report

Strategy

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
102-14	Statement from senior decision-maker	Letter from Karen Lynch, p. 3, 2020 CSR Report; Letter from Eileen Howard Boone, p. 4, 2020 CSR Report
102-15	Key impacts, risks and opportunities	CVS Health Form 10-K ; CSR Material Topics, p. 19, 2020 CSR Report; Stakeholder Engagement, p. 20, 2020 CSR Report

Global Reporting Initiative (GRI) Index

General Disclosures

Ethics and Integrity

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
102-16	Values, principles, standards and norms of behavior	Corporate Profile, p. 5, 2020 CSR Report; Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report
102-17	Mechanisms for advice and concerns about ethics	Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report; CVS Health Code of Conduct ; CVS Health Ethics Line 1-877-CVS-2040

Governance

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
102-18	Governance structure	CVS Health Corporate Governance Guidelines
102-19	Delegating authority	CSR Governance, p. 16, 2020 CSR Report
102-20	Executive-level responsibility for economic, environmental and social topics	CSR Governance, p. 16, 2020 CSR Report
102-21	Consulting stakeholders on economic, environmental and social topics	Stockholder Outreach, 2020 Proxy Statement; Stakeholder Engagement, p. 20, 2020 CSR Report
102-22	Composition of the highest governance body and its committees	Committees of the Board, 2020 Proxy Statement
102-23	Chair of the highest governance body	Board Structure and Processes, 2020 Proxy Statement
102-24	Nominating and selecting the highest governance body	CVS Health Corporate Governance Guidelines

Global Reporting Initiative (GRI) Index

General Disclosures

Governance Continued

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
102-25	Conflicts of interest	Related Person Transaction Policy, 2020 Proxy Statement
102-26	Role of highest governance body in setting purpose, values and strategy	CSR Governance, p. 18, 2020 CSR Report
102-27	Collective knowledge of highest governance body	Committees of the Board, 2020 Proxy Statement
102-28	Evaluating the highest governance body's performance	CVS Health Corporate Governance Guidelines
102-29	Identifying and managing economic, environmental and social impacts	CSR Governance, p. 18, 2020 CSR Report
102-30	Effectiveness of risk management processes	CSR Governance, p. 18, 2020 CSR Report
102-31	Review of economic, environmental and social topics	CSR Governance, p. 18, 2020 CSR Report
102-32	Highest governance body's role in sustainability reporting	CSR Governance, p. 18, 2020 CSR Report
102-33	Communicating critical concerns	CSR Governance, p. 18, 2020 CSR Report
102-34	Nature and total number of critical concerns	CSR Governance, p. 18, 2020 CSR Report
102-35	Remuneration policies	CSR Governance, p. 18, 2020 CSR Report
102-36	Process for determining remuneration	Compensation Discussion and Analysis, 2020 Proxy Statement
102-37	Stakeholders' involvement in remuneration	Compensation Discussion and Analysis, 2020 Proxy Statement
102-38	Annual total compensation ratio	Compensation Discussion and Analysis, 2020 Proxy Statement

Global Reporting Initiative (GRI) Index

General Disclosures

Stakeholder Engagement

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
102-40	List of stakeholder groups	Stakeholder Engagement, p. 20, 2020 CSR Report
102-41	Collective bargaining agreements	As of December 31, 2020, approximately 9.3 percent of employees were covered by collective bargaining agreements.
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, p. 20, 2020 CSR Report
102-43	Approach to stakeholder engagement	Stakeholder Engagement, p. 20, 2020 CSR Report
102-44	Key topics and concerns raised	Stakeholder Engagement, p. 20, 2020 CSR Report

Reporting Practice

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
102-45	Entities included in the consolidated financial statements	About This Report, p. 124, 2020 CSR Report
102-46	Defining report content and topic boundaries	About This Report, p. 124, 2020 CSR Report
102-47	List of material topics	CSR Material Topics, p. 3, 2020 CSR Report Appendix
102-48	Restatements of information	We have made no material restatements of information provided in previous CSR Reports.
102-49	Changes in reporting	About This Report, p. 124, 2020 CSR Report
102-50	Reporting period	January 1 – December 31, 2020

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General Disclosures

Reporting Practice Continued

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
102-51	Date of most recent report	May 2020
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	<p>Please submit questions or feedback regarding this report and our CSR strategy to CSR@CVSHealth.com, or:</p> <p>CVS Health Corporation Attn: SVP and CSO, Corporate Social Responsibility & Philanthropy 1 CVS Drive, Woonsocket, RI 02895 401-765-1500</p>
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55	GRI content index	The GRI Standards Content Index is included on these pages.
102-56	External assurance	We do not have a formal policy for external assurance at this time. However, we do use an external third party, Apex Company, to verify our carbon footprint data.

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Topic Specific Standards

201: Economic Performance

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Material Topics Defined, p. 3, 2020 CSR Report Appendix; Corporate Profile, p. 5, 2020 CSR Report
103-2	The management approach and its components	Material Topics Defined, p. 3, 2020 CSR Report Appendix; Corporate Profile, p. 5, 2020 CSR Report
103-3	Evaluation of the management approach	Corporate Profile, p. 5, 2020 CSR Report
201-1	Direct economic value generated and distributed	Corporate Profile, p. 5, 2020 CSR Report
201-2	Financial implications and other risks and opportunities due to climate change	Healthy Planet, p. 105, 2020 CSR Report; 2020 CDP Climate Change Response

203: Indirect Economic Impacts

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Corporate Profile, p. 5, 2020 CSR Report; CSR Governance, p. 16, 2020 CSR Report
103-2	The management approach and its components	Corporate Profile, p. 5, 2020 CSR Report; CSR Governance, p. 16, 2020 CSR Report
103-3	Evaluation of the management approach	Corporate Profile, p. 5, 2020 CSR Report; CSR Governance, p. 16, 2020 CSR Report
203-2	Significant indirect economic impacts	Supplier Diversity, p. 73, 2020 CSR Report

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Topic Specific Standards

204: Procurement Practices

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Supplier Diversity, p. 73, 2020 CSR Report
103-2	The management approach and its components	Supplier Diversity, p. 73, 2020 CSR Report
103-3	Evaluation of the management approach	Supplier Diversity, p. 73, 2020 CSR Report
204-1	Proportion of spending on local suppliers	Supplier Diversity, p. 73, 2020 CSR Report

205: Anti-Corruption

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report; CVS Health Code of Conduct
103-2	The management approach and its components	Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report; CVS Health Code of Conduct
103-3	Evaluation of the management approach	Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report; CVS Health Code of Conduct
205-2	Communication and training about anti-corruption policies and procedures	Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report; CVS Health Code of Conduct

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Topic Specific Standards

301: Materials

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Expanding Sustainable Paper Solutions, p. 119, 2020 CSR Report
103-2	The management approach and its components	Expanding Sustainable Paper Solutions, p. 119, 2020 CSR Report
103-3	Evaluation of the management approach	Expanding Sustainable Paper Solutions, p. 119, 2020 CSR Report
301-2	Recycled input materials used	Expanding Sustainable Paper Solutions, p. 119, 2020 CSR Report
301-3	Reclaimed products and their packaging materials	Combatting Prescription Drug Misuse, p. 56, 2020 CSR Report Omissions: Medications are intended to be taken as prescribed. Rather than measuring the percentage of medications sold and reclaimed, we report on efforts to reclaim unused medications through our drug take back programs and disposal units.

302: Energy

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Operations, p. 112, 2020 CSR Report; Reducing Resource Consumption, p. 114, 2020 CSR Report
103-2	The management approach and its components	Sustainable Operations, p. 112, 2020 CSR Report; Reducing Resource Consumption, p. 114, 2020 CSR Report
103-3	Evaluation of the management approach	Sustainable Operations, p. 112, 2020 CSR Report; Reducing Resource Consumption, p. 114, 2020 CSR Report
302-1	Energy consumption within the organization	Environmental Data: Total Energy Usage by Type, p. 30, 2020 CSR Report Appendix

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Topic Specific Standards

303: Water

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Operations, p. 112, 2020 CSR Report; Water Use Reduction, p. 114, 2020 CSR Report
103-2	The management approach and its components	Sustainable Operations, p. 112, 2020 CSR Report; Water Use Reduction, p. 114, 2020 CSR Report
103-3	Evaluation of the management approach	Sustainable Operations, p. 112, 2020 CSR Report; Water Use Reduction, p. 114, 2020 CSR Report
303-1	Water withdrawals by source	Environmental Data: Water Use Intensity Measurement, p. 40, 2020 CSR Report Appendix

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Topic Specific Standards

305: Emissions

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Operations, p. 110, 2020 CSR Report; Our Climate Action Strategy, p. 107, 2020 CSR Report
103-2	The management approach and its components	Sustainable Operations, p. 110, 2020 CSR Report; Our Climate Action Strategy, p. 107, 2020 CSR Report
103-3	Evaluation of the management approach	Sustainable Operations, p. 110, 2020 CSR Report; Our Climate Action Strategy, p. 107, 2020 CSR Report
305-1	Direct (Scope 1) GHG emissions	Environmental Data: GHG Emissions by Scope, p. 31, 2020 CSR Report Appendix: CVS Health carbon footprint data has been audited by EY
305-2	Indirect (Scope 2) GHG emissions	Environmental Data: GHG Emissions by Scope, p. 31, 2020 CSR Report Appendix: CVS Health carbon footprint data has been audited by EY
305-3	Other indirect (Scope 3) GHG emissions	Environmental Data: GHG Emissions by Scope, p. 31, 2020 CSR Report Appendix: CVS Health carbon footprint data has been audited by EY
305-4	GHG emissions intensity	Environmental Data: GHG Emissions by Scope, p. 31, 2020 CSR Report Appendix: CVS Health carbon footprint data has been audited by EY
305-5	Reduction of GHG emissions	Environmental Data: GHG Emissions by Scope, p. 31, 2020 CSR Report Appendix: CVS Health carbon footprint data has been audited by EY Our Climate Action Strategy, p. 107, 2020 CSR Report

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Topic Specific Standards

306: Effluents and Waste

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Reducing Waste and Expanding Recycling, p. 118, 2020 CSR Report
103-2	The management approach and its components	Reducing Waste and Expanding Recycling, p. 118, 2020 CSR Report
103-3	Evaluation of the management approach	Reducing Waste and Expanding Recycling, p. 118, 2020 CSR Report
306-2	Waste by type and disposal method	Environmental Data: Hazardous Waste Disposal Methods, p. 38, 2020 CSR Report Appendix

308: Supplier Environmental Assessment

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Supplier Diversity, p. 73, 2020 CSR Report Expanding Sustainable Paper Solutions, p. 119, 2020 CSR Report
103-2	The management approach and its components	Supplier Diversity, p. 73, 2020 CSR Report Expanding Sustainable Paper Solutions, p. 119, 2020 CSR Report
103-3	Evaluation of the management approach	Supplier Diversity, p. 73, 2020 CSR Report Expanding Sustainable Paper Solutions, p. 119, 2020 CSR Report
308-1	Explanation of the material topic and its boundary	Supplier Diversity, p. 73, 2020 CSR Report Sustainable Products & Packaging, p. 121, 2020 CSR Report
308-2	Negative environmental impacts in the supply chain and actions taken	Supplier Diversity, p. 73, 2020 CSR Report Expanding Sustainable Paper Solutions, p. 119, 2020 CSR Report

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Topic Specific Standards

401: Employment

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Investing In Colleague Health and Wellness, p. 41, 2020 CSR Report
103-2	The management approach and its components	Investing In Colleague Health and Wellness, p. 41, 2020 CSR Report
103-3	Evaluation of the management approach	Investing In Colleague Health and Wellness, p. 41, 2020 CSR Report
401-1	New employee hires and employee turnover	Total number of new employee hires in 2020: 69,039 Involuntary employee turnover in 2020 was 5 percent Voluntary employee turnover in 2020 was 25.9 percent
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Investing In Colleague Health and Wellness, p. 41, 2020 CSR Report; Supporting Our Colleagues With Best-in-Class Benefits, p. 76, 2020 CSR Report

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Topic Specific Standards

403: Occupational Health and Safety

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Our Commitment to Colleague Safety, p. 75, 2020 CSR Report Maintaining Our Leading Safety Program, p. 75, 2020 CSR Report
103-2	The management approach and its components	Our Commitment to Colleague Safety, p. 75, 2020 CSR Report Maintaining Our Leading Safety Program, p. 75, 2020 CSR Report
103-3	Evaluation of the management approach	Our Commitment to Colleague Safety, p. 75, 2020 CSR Report Maintaining Our Leading Safety Program, p. 75, 2020 CSR Report
403-2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities	Our Commitment to Colleague Safety, p. 75, 2020 CSR Report Maintaining Our Leading Safety Program, p. 75, 2020 CSR Report
403-3	Promotion of worker health	Our Commitment to Colleague Safety, p. 75, 2020 CSR Report Maintaining Our Leading Safety Program, p. 75, 2020 CSR Report
403-6	Occupational health services	Investing In Colleague Health and Wellness, p. 41, 2020 CSR Report; Supporting Our Colleagues With Leading Benefits, p. 76, 2020 CSR Report

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Topic Specific Standards

404: Training and Education

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Advancing Careers with CVS Health, p. 76, 2020 CSR Report
103-2	The management approach and its components	Advancing Careers with CVS Health, p. 76, 2020 CSR Report
103-3	Evaluation of the management approach	Advancing Careers with CVS Health, p. 76, 2020 CSR Report
404-2	Programs for upgrading employee skills and transition assistance programs	Advancing Careers with CVS Health, p. 76, 2020 CSR Report

405: Diversity and Equal Opportunity

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Diversity, Equity, Inclusion and Justice, p. 59, 2020 CSR Report
103-2	The management approach and its components	Diversity, Equity, Inclusion and Justice, p. 59, 2020 CSR Report
103-3	Evaluation of the management approach	Diversity, Equity, Inclusion and Justice, p. 59, 2020 CSR Report
405-1	Diversity of governance bodies and employees	<u>Director Qualification Criteria; Diversity, 2020 Proxy Statement; Workforce Data</u> , p. 18, 2020 CSR Report Appendix; Diversity, Equity, Inclusion and Justice, p. 59, 2020 CSR Report

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Topic Specific Standards

408: Child Labor

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Our Commitment to Human Rights, p. 79, 2020 CSR Report; 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix; CSR Governance, p. 16, 2020 CSR Report
103-2	The management approach and its components	Our Commitment to Human Rights, p. 79, 2020 CSR Report; 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix; CSR Governance, p. 16, 2020 CSR Report
103-3	Evaluation of the management approach	Our Commitment to Human Rights, p. 79, 2020 CSR Report; 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix; CSR Governance, p. 16, 2020 CSR Report
408-1	Operations and suppliers at significant risk for incidents of child labor	2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix; Human Rights Policy ; Vendor Ethics Policy

412: Human Rights Assessment

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	CSR Material Topics, p. 19, 2020 CSR Report; 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix; CSR Governance, p. 16, 2020 CSR Report
103-2	The management approach and its components	Our Commitment to Human Rights, p. 79, 2020 CSR Report; 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix; CSR Governance, p. 16, 2020 CSR Report
103-3	Evaluation of the management approach	Our Commitment to Human Rights, p. 79, 2020 CSR Report; 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix; CSR Governance, p. 16, 2020 CSR Report
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Human Rights Policy ; Vendor Ethics Policy ; Our Commitment to Human Rights, p. 79, 2020 CSR Report;

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Topic Specific Standards

414: Supplier Social Assessment

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix; CSR Governance, p. 16, 2020 CSR Report
103-2	The management approach and its components	2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix; CSR Governance, p. 16, 2020 CSR Report
103-3	Evaluation of the management approach	2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix; CSR Governance, p. 16, 2020 CSR Report
414-1	New suppliers that were screened using social criteria	Our Commitment to Human Rights, p. 79, 2020 CSR Report; Human Rights Policy ; Vendor Ethics Policy ;
414-2	Negative social impacts in the supply chain and actions taken	2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix; Human Rights Policy ; Vendor Ethics Policy ;

415: Public Policy

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Upholding Leading Governance Practices, p. 77, 2020 CSR Report; Using Our Voice to Influence Public Policy, p. 79, 2020 CSR Report; Public Policy Principles
103-2	The management approach and its components	Upholding Leading Governance Practices, p. 77, 2020 CSR Report; Using Our Voice to Influence Public Policy, p. 79, 2020 CSR Report
103-3	Evaluation of the management approach	Upholding Leading Governance Practices, p. 77, 2020 CSR Report; Using Our Voice to Influence Public Policy, p. 79, 2020 CSR Report
415-1	Political contributions	Political Activities and Contributions Report ; Public Policy Principles

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Topic Specific Standards

416: Customer Health and Safety

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Safety and Quality at CVS Pharmacy, p. 39, 2020 CSR Report
103-2	The management approach and its components	Safety and Quality at CVS Pharmacy, p. 39, 2020 CSR Report
103-3	Evaluation of the management approach	Safety and Quality at CVS Pharmacy, p. 39, 2020 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>Safety and Quality at CVS Pharmacy, p. 39, 2020 CSR Report; Improving Chronic Care, p. 37, 2020 CSR Report; Ensuring Quality and Safety in the Pharmacy; Cosmetic Safety Policy; Restricted Chemical List</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>

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Topic Specific Standards

417: Marketing and Labeling

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Providing Access to Holistic Wellness, p. 44, 2020 CSR Report (See also: Tested to Be Trusted); Safety and Quality at CVS Pharmacy, p. 39, 2020 CSR Report; Diverse Marketplace: Reflecting All Those We Serve, p. 70, 2020 CSR Report
103-2	The management approach and its components	Providing Access to Holistic Wellness, p. 44, 2020 CSR Report (See also: Tested to Be Trusted); Safety and Quality at CVS Pharmacy, p. 39, 2020 CSR Report; Diverse Marketplace: Reflecting All Those We Serve, p. 70, 2020 CSR Report
103-3	Evaluation of the management approach	Providing Access to Holistic Wellness, p. 44, 2020 CSR Report (See also: Tested to Be Trusted); Safety and Quality at CVS Pharmacy, p. 39, 2020 CSR Report; Diverse Marketplace: Reflecting All Those We Serve, p. 70, 2020 CSR Report
417-1	Requirements for product and service information and labeling	To help ensure patient safety, 100 percent of our prescription labels meet regulatory requirements. Providing Access to Holistic Wellness, p. 44, 2020 CSR Report (See also: Tested to Be Trusted); Safety and Quality at CVS Pharmacy, p. 39, 2020 CSR Report; Diverse Marketplace: Reflecting All Those We Serve, p. 70, 2020 CSR Report

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Topic Specific Standards

418: Customer Privacy

GRI Disclosure No.	GRI Disclosure Title	2020 CVS Health Response
103-1	Explanation of the material topic and its boundary	Upholding Leading Governance Practices, p. 77, 2020 CSR Report; Protecting Data Privacy, p. 78, 2020 CSR Report
103-2	The management approach and its components	Upholding Leading Governance Practices, p. 77, 2020 CSR Report; Protecting Data Privacy, p. 78, 2020 CSR Report
103-3	Evaluation of the management approach	Upholding Leading Governance Practices, p. 77, 2020 CSR Report; Protecting Data Privacy, p. 78, 2020 CSR Report
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protecting Data Privacy, p. 78, 2020 CSR Report We publicly report breaches as required to the U.S. Department of Health and Human Services (HHS) Office of Civil Rights. See Breach Portal.

Culture of Health for Business Index

Strategic

Culture of Health Business Practices	Definition	2020 CVS Health Response
Health culture	Promoting an organizational culture of health (over and above wellness and health promotion program)	Corporate Profile, p. 5, 2020 CSR Report; CEO Letter, p. 3, 2020 CSR Report; CSO Letter, p. 3, 2020 CSR Report; CSR Strategy, p. 9, 2020 CSR Report
Responsible corporate political activity	Activity that shapes public policy or public opinion	Using Our Voice to Influence Public Policy, p. 79, 2020 CSR Report; Political Activities and Contributions Report ; Public Policy Principles
Responsible marketing practices	Commitments to responsible marketing including labeling transparency	To help ensure patient safety, 100 percent of our prescription labels meet both regulatory requirements and our internal standards. Sustainable Products & Packaging, p. 121, 2020 CSR Report; How2Recycle Labeling, p. 123, 2020 CSR Report; Providing Access to Holistic Wellness, p. 44, 2020 CSR Report (See also: Tested to Be Trusted); CVS Health Commitment to Responsible Marketing Practices

Culture of Health for Business Index

Policies and Benefits

Culture of Health Business Practices	Definition	2020 CVS Health Response
Health promotion & wellness	Health initiatives that generally offer screening, prevention and health promotion	<p>Investing in Colleague Health, p. 41, 2020 CSR Report;</p> <p>Stamp Out Stigma, p. 66, 2020 CSR Report;</p> <p>Our Commitment to Colleague Safety, p. 75, 2020 CSR Report;</p> <p>Supporting Our Colleagues with Leading Benefits, p. 76, 2020 CSR Report</p>
Paid family and medical leave	Allowing employees to earn pay while away attending to illness, a family member or newborn	<p>Supporting Our Colleagues with Leading Benefits, p. 76, 2020 CSR Report</p> <p>Additionally, our full-time employees who welcome a new child into their home can take up to four weeks away from work at 100 percent of their pay to help ensure the newest addition to their family gets off to a strong start in life.</p>
Health insurance	Providing employer based health insurance	<p>Investing in Colleague Health and Wellness, p. 41, 2020 CSR Report;</p> <p>Supporting Our Colleagues with Leading Benefits, p. 76, 2020 CSR Report</p>
Equality, diversity & impartiality	Managing inequality, discrimination and diversity, including disability	<p>Workforce Diversity Data, p. 18, 2020 CSR Report Appendix;</p> <p>Strategic Diversity Management Report</p>
Financial literacy	Providing financial literacy resources	<p>Supporting Our Colleagues with Leading Benefits, p. 76, 2020 CSR Report;</p> <p>Investing in Colleague Health and Wellness, p. 41, 2020 CSR Report</p>

Culture of Health for Business Index

Workforce and Operations

Culture of Health Business Practices	Definition	2020 CVS Health Response
Work time	Managing working hours, schedules and schedule control	<p>Flexible work arrangements, p. 77, 2020 CSR Report</p> <p>CVS Health offers flexible scheduling arrangements to certain employees by having policy in place for alternative work arrangements (AWA). We may also consider requests for AWA when such arrangements would mutually serve the best interest of the company, and the eligible employee, and meets the operational and business needs of CVS Health. Types of AWAs recognized by CVS Health include: Work from Home, Flexible Work Arrangement (compressed workweek), Flextime, Job Sharing and Part-time.</p>
Job security	Managing job insecurity as perceived (by the employee) or attributed (by researchers)	Job Security and Pay Practices, p. 29, 2020 CSR Report Appendix
Pay practices	Managing wage policies, minimum wages, wage satisfaction	<p>Job Security and Pay Practices, p. 29, 2020 CSR Report Appendix</p> <p>A Compensation Discussion and Analysis is available in our 2020 Proxy Statement.</p>
Occupational health & safety	Mandatory and voluntary occupational health and safety	<p>Our Commitment to Colleague Safety, p. 75, 2020 CSR Report;</p> <p>Maintaining our Leading Safety Program, p. 75, 2020 CSR Report</p> <p>Occupational Data, p. 28, 2020 CSR Report Appendix</p>
Physical environment	Managing air quality, lighting, green buildings, attempts to promote health through the built environment other than OHS	<p>Investing in Colleague Health & Wellness, p. 41, 2020 CSR Report;</p> <p>Adjusting to Work at Home with Technology and Ergonomic Support, p. 42, 2020 CSR Report;</p> <p>Reducing Resource Consumption, p. 114, 2020 CSR Report;</p> <p>Building for Water and Energy Efficiency, p. 114, 2020 CSR Report</p>

Culture of Health for Business Index

Community

Culture of Health Business Practices	Definition	2020 CVS Health Response
Community environmental impacts	Managing the environmental impacts of company operations on communities	<p>Environmental Data: GHG Emissions by Scope, p. 31, 2020 CSR Report Appendix: CVS Health carbon footprint data has been audited by Apex Companies.</p> <p>Environmental Data: Water Use Intensity Measurement, p. 40, 2020 CSR Report; Appendix</p> <p>Environmental Data: Hazardous Waste Disposal Methods, p. 38, 2020 CSR Report Appendix;</p> <p>Healthy Planet, 2020 CSR Report</p>
Social capital & cohesion	Encouraging links, shared values and understanding	<p>Employee Engagement Data, p. 28, 2020 CSR Report Appendix;</p> <p>Stakeholder Engagement, p. 20, 2020 CSR Report</p>
Community involvement	Investments in programs to benefit communities, including disaster response and recovery	Healthy Community, p. 81, 2020 CSR Report

Sustainable Accounting Standards Board Metrics Dashboard

Industries: Health Care (Drug Retailers, Health Care Delivery, Managed Care), Consumer Goods (Household & Personal Products, Multiline and Specialty Retailers & Distributors), Financials (Insurance)

Environment, Energy Consumption (Global)

SASB Sector	SASB Industry & Indicator		Topic	2020
Health Care Consumer Goods	Drug Retailers Health Care Delivery Multiline and Specialty Retailers & Distributors	HC-DR-130a.1, HC-DY-130a.1, CG-MR-130a.1	Total Energy	10,949,052 GJ
Health Care Consumer Goods	Drug Retailers Health Care Delivery Multiline and Specialty Retailers & Distributors	HC-DR-130a.1, HC-DY-130a.1, CG-MR-130a.1	Proportion of power use from renewable sources	0.23%
Health Care Consumer Goods	Drug Retailers Health Care Delivery Multiline and Specialty Retailers & Distributors	HC-DR-130a.1, HC-DY-130a.1, CG-MR-130a.1	Proportion of power use from grid electricity	99.77%

Sustainable Accounting Standards Board Metrics Dashboard

Water Management

SASB Sector	SASB Industry & Indicator		Topic	2020
Consumer Goods	Household & Personal Products	CG-HP-140a.1	Total water withdrawn	5,612 thousand cubic meters (m ³)
Consumer Goods	Household & Personal Products	CG-HP-140a.1	Percent water withdrawn in regions with High or Extremely High Baseline Water Stress	37%
Consumer Goods	Household & Personal Products	CG-HP-140a.1	Total water consumed	1,194 thousand cubic meters (m ³)
Consumer Goods	Household & Personal Products	CG-HP-140a.1	Percent water consumed in regions with High or Extremely High Baseline Water Stress	52%

Sustainable Accounting Standards Board Metrics Dashboard

Water Management Continued

SASB Sector	SASB Industry & Indicator		Topic	2020
<p>Consumer Goods</p>	<p>Household & Personal Products</p>	<p>CG-HP-140a.2</p>	<p>Description of water management risks and discussion of strategies and practices to mitigate those risks</p>	<p>We have identified a linkage between water- and climate-related risks, specifically as the effects of climate change are realized, water-related risks — such as stronger and more frequent hurricanes, flooding and sea level rise — become more pronounced. Therefore, our process for identifying, assessing and responding to water-related risk is included in our climate-related risk management strategy. Over 100 risks are evaluated on an on-going basis through our Enterprise Risk Event Monitoring process, part of our Enterprise Business Continuity Management program, which in turn is part of our Enterprise Response and Resiliency (ERR) program. These include current, immediate risks such as severe weather events (i.e., hurricanes, flooding) and others like reputational risk that may not be relevant for six years or more into the future. We also use data from sources including National Oceanic and Atmospheric Administration (NOAA), and WRI Aqueduct, Federal Emergency Management Agency (FEMA), and the Union of Concerned Scientists to conduct scenario analysis for our direct operations to assess our exposure to water-related risks including flooding, sea level rise, and water stress.</p>

Sustainable Accounting Standards Board Metrics Dashboard

Waste Management

SASB Sector	SASB Industry & Indicator		Topic	2020
Health Care	Health Care Delivery	HC-DY-150a.2	Total amount of hazardous waste	4,272 metric tons (t)
Health Care	Health Care Delivery	HC-DY-150a.2	(1) Percent incinerated	24.29%
Health Care	Health Care Delivery	HC-DY-150a.2	(2) Percent recycled or treated	71.99%
Health Care	Health Care Delivery	HC-DY-150a.2	(3) Percent landfilled	3.72%
Health Care	Health Care Delivery	HC-DY-150a.2	Total amount of non-hazardous pharmaceutical waste	433.47 metric tons (t)
Health Care	Health Care Delivery	HC-DY-150a.2	(1) Percent incinerated	0.04%
Health Care	Health Care Delivery	HC-DY-150a.2	(2) Percent recycled or treated	99.96%
Health Care	Health Care Delivery	HC-DY-150a.2	(3) Percent landfilled	0%

Sustainable Accounting Standards Board Metrics Dashboard

Social Capital

Data Security & Privacy

SASB Sector	SASB Industry & Indicator	Topic	2020
Health Care	Drug Retailers Health Care Delivery Managed Care	HC-DR-230a.1, HC-DY-230a.2, HC-MC-230a.1	<p>Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)</p> <p>Data privacy has become increasingly important to our members, patients, customers and colleagues. They have trusted us with their personal health data, and we strive to maintain their trust by protecting and safeguarding that information. This work goes beyond educating customers and internal stakeholders on the policies and processes required for maintaining a compliant privacy program. It extends to using data in a way that is consistent with our corporate strategy — by being transparent with consumers and patients about how we use and protect their data in our privacy notices.</p> <p>Under the leadership of our Chief Privacy Officer, we ensure compliance with global data privacy regulatory requirements, identify and mitigate privacy risk, provide privacy training across the enterprise, and partner with business areas to integrate privacy into the design and development of systems, processes, products and services. The CVS Health Privacy Office maintains and executes a robust privacy incident response program with a focus on privacy incident management that meets regulatory and customer expectations.</p> <p>Given consumer expectations, our increasing digital footprint, and the importance of accessibility to data, the CVS Health Privacy Office is closely connected to the centralized Information Governance team, whose mission is to promote a responsible data culture that delivers value to our patients, members, clients and customers while protecting data and remaining compliant with laws and regulations.</p> <p>Our Privacy Policies can be found on our website. CVS.com/content/patient-privacy</p>

Sustainable Accounting Standards Board Metrics Dashboard

Social Capital

Data Security & Privacy Continued

SASB Sector	SASB Industry & Indicator		Topic	2020
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-230a.1	Description of approach to identifying and addressing data security risks	As a leader in health care, we are committed to being among the best companies from a governance standpoint and maintain transparency and integrity across the ways we govern our business, including compliance, privacy, and information security. We focus our efforts on responding to the needs of an increasingly digital society, and continuously work to elevate our protection of personal and patient health information. We maintain and renew independent certification of essential security practices annually, as well as complete audits of our information controls. We assess and test our security processes on an annual basis.

Sustainable Accounting Standards Board Metrics Dashboard

Social Capital

Management of Controlled Substances

SASB Sector	SASB Industry & Indicator		Topic	2020
Health Care	Health Care Delivery	HC-DY-260a.1	Description of policies and practices to manage the number of prescriptions issued for controlled substances	<p>CVS Health has made a commitment to help address the misuse of prescription opioids by designing programs and collaborating with community leaders, policymakers, law enforcement, health care professionals and others to increase community-based educational programs related to opioid misuse, create safe prescription drug disposal sites, expand access to life-saving antidotes and advocate for targeted and effective policies, locally and nationally.</p> <p>CVS Pharmacy also strengthened counseling for patients filling their first opioid prescription, helping them to understand the risk of dependence and addiction tied to duration of opioid use, the importance of keeping medications secure in the home, and methods of proper disposal of unused medication.</p> <p>In 2018, our retail pharmacists received new training on medication assisted treatment (MAT), which provides strategies to work with patients, providers and colleagues in providing the most appropriate and compassionate care.</p> <p>Additionally, we're targeting medication misuse through the implementation of enhanced opioid utilization management for our CVS Caremark clients, who represent more than 100 million member lives. In line with the Guideline for Prescribing Opioids for Chronic Pain issued by the U.S. Centers for Disease Control and Prevention (CDC), updated standards for CVS Caremark members, unless prior authorization is given include: seven-day supply limits for acute pain where appropriate; morphine milligram equivalent quantity limits; immediate release before extended-release step therapy.</p> <p>More information is available on our website. https://cvshealth.com/social-responsibility/our-opioid-response</p>

Sustainable Accounting Standards Board Metrics Dashboard

Social Capital

Transparent Information & Fair Advice for Customers

SASB Sector	SASB Industry & Indicator		Topic	2020
Financials	Insurance	FN-IN-270a.3	Customer retention rate	In 2020, 99 percent of clients and 95 percent of members were satisfied. In 2020, 82 percent of health care benefits members were satisfied and 96 percent of Aetna Medicare members were satisfied.

Pricing & Billing Transparency

SASB Sector	SASB Industry & Indicator		Topic	2020
Health Care	Drug Retailers	HC-DY-270a.1	Description of policies or initiatives to ensure that patients are adequately informed about price before undergoing a procedure	We try to be as transparent as possible about the pricing of our products and services. For example, a full list of costs for all MinuteClinic services can be found online: https://www.cvs.com/minuteclinic/services/price-lists
Health Care	Drug Retailers	HC-DY-270a.2	Discussion of how pricing information for services is made publicly available	We try to be as transparent as possible about the pricing of our products and services. For example, a full list of costs for all MinuteClinic services can be found online: https://www.cvs.com/minuteclinic/services/price-lists

Sustainable Accounting Standards Board Metrics Dashboard

Human Capital

Employee Health & Safety

SASB Sector	SASB Industry & Indicator		Topic	2020
Health Care	Health Care Delivery	HC-DY-320a.1	Total recordable incident rate (TRIR)	2.79%
Health Care	Health Care Delivery	HC-DY-320a.1	Days away, restricted, or transferred (DART) rate	DC 3,748%; Retail 24,316%

Employee Recruitment, Development & Retention: Physicians

SASB Sector	SASB Industry & Indicator		Topic	2020
Health Care	Health Care Delivery	HC-DY-330a.1	1) Voluntary turnover rate	7.4%
Health Care	Health Care Delivery	HC-DY-330a.1	(2) Involuntary turnover rate	0.9%

Employee Recruitment, Development & Retention: Non-physician health care practitioners

SASB Sector	SASB Industry & Indicator		Topic	2020
Health Care	Health Care Delivery	HC-DY-330a.1	1) Voluntary turnover rate	12%
Health Care	Health Care Delivery	HC-DY-330a.1	(2) Involuntary turnover rate	0.9%

Sustainable Accounting Standards Board Metrics Dashboard

Employee Recruitment, Development & Retention: All Other Employees

SASB Sector	SASB Industry & Indicator		Topic	2020
Health Care	Health Care Delivery	HC-DY-330a.1	1) Voluntary turnover rate	25.9%
Health Care	Health Care Delivery	HC-DY-330a.1	(2) Involuntary turnover rate	5%
Health Care	Health Care Delivery	HC-DY-330a.2	Description of talent recruitment and retention efforts for health care practitioners	CVS Health Careers

Labor Practices

SASB Sector	SASB Industry & Indicator		Topic	2020
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-310a.1	Average Hourly Wage	\$24.81

Sustainable Accounting Standards Board Metrics Dashboard

Labor Practices: Management

SASB Sector	SASB Industry & Indicator		Topic	2020
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage Female	52%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage White	67%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage Hispanic	7%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage Black	8%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage Asian	14%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage more than one ethnicity	2%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage unknown	2%

Sustainable Accounting Standards Board Metrics Dashboard

Labor Practices: All other employees

SASB Sector	SASB Industry & Indicator		Topic	2020
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage Female	69%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage Hispanic	15%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage White	56%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage Black	16%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage Asian	11%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage more than one ethnicity	5%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-330a.1	Percentage unknown	2%

Sustainable Accounting Standards Board Metrics Dashboard

Incorporation of Environmental, Social, and Governance Factors in Investment Management

SASB Sector	SASB Industry & Indicator		Topic	2020
Financials	Insurance	FN-IN-410a.1	Total invested assets, by industry and asset class	Form 10K

Business Model and Innovation

Policies Designed to Incentivize Responsible Behavior

SASB Sector	SASB Industry & Indicator		Topic	2020
Financials	Insurance	FN-IN-410b.2	Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	Healthy People, 2020 CSR Report, page 27

Sustainable Accounting Standards Board Metrics Dashboard

Climate Change Impacts on Human Health & Infrastructure

Description of policies and practices to address:

SASB Sector	SASB Industry & Indicator	Topic	2020
Health Care	Health Care Delivery	HC-DY-450a.1 (1) The physical risks due to an increased frequency and intensity of extreme weather events and	<p>Climate-related risks are included in our multi-disciplinary company-wide risk identification, assessment, and management process. Acute, short-term climate-related physical risks are monitored six-monthly, or more frequently, including daily during hurricane and wildfire season. Medium and long-term chronic physical risks are monitored annually or less frequently. We also consider technology, market, legal, reputational, current and emerging regulatory risks. This process applies to the company's enterprise operations. All risks are monitored up to the year 2040.</p> <p>The process for identifying and assessing risks at the company level is assigned to the head of each Business Unit (BUL). The Risk Management and Enterprise Risk and Resiliency (ERR) teams support BUL by presenting climate-scenarios and conducting brainstorming sessions. BULs assess risks by quantifying potential impacts in financial terms. Emphasis is placed on reputational risk.</p> <p>Top risks for the company are maintained in a Risk Register by our CRO, the SVP and Treasurer, which is presented annually to the Audit Committee of the Board of Directors, ensuring proper controls and mitigation plans are in place. Climate-related risks are treated the same as all other risks on the Risk Register.</p> <p>A description of processes for managing climate risks and how to respond to them: The top risks for the company make it on to the Risk Register and are prioritized for mitigation through ERR's strategic planning efforts. We have enterprise-wide risk mitigation protocols for physical climate-related risks from extreme weather, including with critical vendors and suppliers. During active situations, risks and threats are tracked in real-time, by our Enterprise Risk Event Monitoring visualization system. We prioritize mitigation efforts based on the importance of the issue to the business, stakeholders, and the potential financial impact on the Company. Other major considerations include number of assets, colleagues and customers potentially affected.</p> <p>A description of processes for managing climate opportunities and how to respond to them: Each business unit is responsible for identifying, assessing, and managing opportunities that may arise from climate change. Opportunities are capitalized upon if they are deemed profitable, practical and in line with business strategy. For example energy efficiency opportunities are primarily identified and assessed in terms of their potential to reduce emissions in line with our 2030 Science Based Target. The Facilities unit also assesses opportunities in terms of financial impact as part of the planning and budgeting process, generally choosing to capitalize on opportunities that have a reasonable ROI.</p>

Sustainable Accounting Standards Board Metrics Dashboard

Packaging Lifecycle Management

SASB Sector	SASB Industry & Indicator		Topic	2020
<p>Consumer Goods</p>	<p>Household & Personal Products</p>	<p>CG-HP-410a.2</p>	<p>Discussion of strategies to reduce the environmental impact of packaging throughout its lifecycle</p>	<p>We are responding to growing consumer demand for more sustainable packaging options through meaningful collaboration with our national and store brand suppliers, industry experts and across our own retail teams. As members of the Sustainable Packaging Coalition and Ocean Conservancy’s Trash Free Seas Alliance, we continue to explore new ways to reduce the environmental impact of our packaging and provide more sustainable choices to our customers.</p> <p>To better understand the impacts within our supply chain, in 2020 we engaged experts at WWF to assess our store brand packaging materials using its ReSource Footprint Tracker. The tool’s survey was sent to a select group of store brand suppliers responsible for producing 90 percent of plastic packaging within our store brands portfolio of products. This baseline assessment will inform the development of a sustainable packaging policy that applies to both our store brand and national brand suppliers and standardizes our requirements for all packaging.</p> <p>In 2020, we joined the Sustainable Packaging Coalition’s How2Recycle® program and began including detailed recycling icons and instructions on our bags and store brand product packaging. The How2Recycle label includes details on the type of packaging material, which components of the packaging are recyclable, and directions for how customers should prepare each component for recycling (such as rinsing). The label also drives customers to a website where they can access additional information, such as the availability of recycling programs in their municipality. We have already begun adding How2Recycle labels to our Total Home and CVS Health Vitamins, which will begin shipping to community locations by the end of 2021. Later this year, we will expand to our rebranded store brand beauty items. By 2025, we aim to include How2Recycle information on all store brand products.</p>

Sustainable Accounting Standards Board Metrics Dashboard

Product Sourcing, Packaging & Marketing

SASB Sector	SASB Industry & Indicator		Topic	2020
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-410a.2	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	<p>We are committed to providing our customers with a range of sustainable and “better for you” products that are efficacious and formulated in a way that inspires trust in our customers.</p> <p>Our suppliers adhere to our Store Brands Quality Assurance Agreement, which includes information about our restricted substances list and other requirements, which communicates our expectations to suppliers. We also included any new and/or updated brands as part of the Store Brands Restricted Chemical List . Finally, we created a policy regarding PFAS in Store Brand Spring Water items.</p>

Sustainable Accounting Standards Board Metrics Dashboard

Product Sourcing, Packaging & Marketing Continued

SASB Sector	SASB Industry & Indicator		Topic	2020
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-410a.3	Discussion of strategies to reduce the environmental impact of packaging	<p>We are responding to growing consumer demand for more sustainable packaging options through meaningful collaboration with our national and store brand suppliers, industry experts and across our own retail teams. As members of the Sustainable Packaging Coalition and Ocean Conservancy's Trash Free Seas Alliance, we continue to explore new ways to reduce the environmental impact of our packaging and provide more sustainable choices to our customers.</p> <p>To better understand the impacts within our supply chain, in 2020 we engaged experts at WWF to assess our store brand packaging materials using its ReSource Footprint Tracker. The tool's survey was sent to a select group of store brand suppliers responsible for producing 90 percent of plastic packaging within our store brands portfolio of products. This baseline assessment will inform the development of a sustainable packaging policy that applies to both our store brand and national brand suppliers and standardizes our requirements for all packaging.</p> <p>In 2020, we joined the Sustainable Packaging Coalition's How2Recycle[®] program and began including detailed recycling icons and instructions on our bags and store brand product packaging. The How2Recycle label includes details on the type of packaging material, which components of the packaging are recyclable, and directions for how customers should prepare each component for recycling (such as rinsing). The label also drives customers to a website where they can access additional information, such as the availability of recycling programs in their municipality. We have already begun adding How2Recycle labels to our Total Home and CVS Health Vitamins, which will begin shipping to community locations by the end of 2021. Later this year, we will expand to our rebranded store brand beauty items. By 2025, we aim to include How2Recycle information on all store brand products.</p>

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Leadership and Governance

Systemic Risk Management

SASB Sector	SASB Industry & Indicator		Topic	2020
Financials	Insurance	FN-IN-550a.3	Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities	Form 10K

Sustainable Accounting Standards Board Metrics Dashboard

Activity Data

SASB Activity Data

SASB Sector	SASB Industry & Indicator		Topic	2020
Health Care	Drug Retailers	HC-DR-000.A	Number of pharmacy locations	9,962
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-000.A	Number of distribution centers	21
Health Care Consumer Goods	Drug Retailers Multiline and Specialty Retailers & Distributors	HC-DR-000.B, CG-MR-000.B	Total area of retail space	7,441,534 square meters (m ²)
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-000.B	Total area of distribution centers	975,482 square meters (m ²)
Health Care	Drug Retailers	HC-DR-000.D	Number of pharmacists	36,206

UN Global Compact Index

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

“CVS Health is committed to upholding our work and reputation as a sustainable company. We are proud of our contributions to advancing broader societal goals and will continue to do so as a dedicated signatory of the United Nations Global Compact.”

Karen Lynch, President and Chief Executive Office

Human Rights

UNGC Principle	Report Section or Other Documentation
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report Our Commitment to Human Rights, p. 79, 2020 CSR Report Human Rights Policy Code of Conduct
Principle 2: make sure that they are not complicit in human rights abuses.	Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report Our Commitment to Human Rights, p. 79, 2020 CSR Report Human Rights Policy

Labor

UNGC Principle	Report Section or Other Documentation
Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	Our Commitment to Human Rights, p. 79, 2020 CSR Report GRI Index 102-41, p. 48, 2020 CSR Report Appendix Human Rights Policy Code of Conduct
Principle 4: the elimination of all forms of forced and compulsory labor;	Our Commitment to Human Rights, p. 79, 2020 CSR Report Human Rights Policy Code of Conduct
Principle 5: the effective abolition of child labor; and	Our commitment to Human Rights, p. 79, 2020 CSR Report Human Rights Policy Code of Conduct
Principle 6: the elimination of discrimination in respect of employment and occupation.	Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report Diversity, Equity, Inclusion & Justice, p. 59, 2020 CSR Report Code of Conduct

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Environment

UNGC Principle	Report Section or Other Documentation
<p>Principle 7: Businesses should support a precautionary approach to environmental challenges;</p>	<p>Healthy Planet, p. 105, 2020 CSR Report Climate Change Policy and Environmental Commitment Statements</p>
<p>Principle 8: undertake initiatives to promote greater environmental responsibility; and</p>	<p>Sustainable Operations, p. 112, 2020 CSR Report Expanding Sustainable Paper Solutions, p. 119, 2020 CSR Report Expanding Sustainable Product Offerings, p. 123, 2020 CSR Report Sustainable Packaging, p. 125, 2020 CSR Report Climate Change Policy and Environmental Commitment Statements Responsible Palm Oil Sourcing Policy</p>
<p>Principle 9: encourage the development and diffusion of environmentally friendly technologies.</p>	<p>Expanding Sustainable Paper Solutions, p. 118, 2020 CSR Report Expanding Sustainable Product Offerings, p. 118, 2020 CSR Report Sustainable Packaging, p. 125, 2020 CSR Report</p>

Anti-corruption

UNGC Principle	Report Section or Other Documentation
<p>Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report Code of Conduct</p>

UN Global Compact Index

2020 UN Guiding Principles Reporting Framework Index

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

Part A: Governance of Respect for Human Rights

Policy Commitment

	Framework	Report Section or Other Documentation
A1	What does the company say publicly about its commitment to respect human rights?	
A1.1	How has the public commitment been developed?	Our Commitment to Human Rights, p. 79, 2020 CSR Report Human Rights Policy Code of Conduct
A1.2	Whose human rights does the public commitment address?	Our Commitment to Human Rights, p. 79, 2020 CSR Report Human Rights Policy Code of Conduct
A1.3	How is the public commitment disseminated?	Our Commitment to Human Rights, p. 79, 2020 CSR Report Human Rights Policy Code of Conduct

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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?	Our Commitment to Human Rights, p. 79, 2020 CSR Report Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report Human Rights Policy Code of Conduct
A2.2	What kinds of human rights issues are discussed by senior management and by the Board, and why?	CSR Governance, p. 16, 2020 CSR Report Our Commitment to Human Rights, p. 79, 2020 CSR Report Human Rights Policy Code of Conduct
A2.3	How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	Human Rights Policy Code of Conduct
A2.4	How does the company make clear in its business relationships the importance it places on respect for human rights?	Our Commitment to Human Rights, p. 79, 2020 CSR Report Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report Human Rights Policy Code of Conduct
A2.5	What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	Our Commitment to Human Rights, p. 79, 2020 CSR Report 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix Human Rights Policy Code of Conduct

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Part B: Defining the Focus of Reporting

Statement of Salient Issues

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

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.	Our Commitment to Human Rights, p. 79, 2020 CSR Report Human Rights Policy

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	Our Commitment to Human Rights, p. 79, 2020 CSR Report

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.	Our Commitment to Human Rights, p. 79, 2020 CSR Report 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix

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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?	Our Commitment to Human Rights, p. 79, 2020 CSR Report Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report Human Rights Policy Code of Conduct

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?	Stakeholder Engagement, p. 20, 2020 CSR Report Our Commitment to Human Rights, p. 79, 2020 CSR Report Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report Human Rights Policy Code of Conduct
C2.2	During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	Stakeholder Engagement, p. 20, 2020 CSR Report Our Commitment to Human Rights, p. 79, 2020 CSR Report 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report
C2.3	During the reporting period, how have the views of stakeholders influenced the company's understanding of each salient issue and/or its approach to addressing it?	Stakeholder Engagement, p. 20, 2020 CSR Report Our Commitment to Human Rights, p. 79, 2020 CSR Report

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Part C: Management of Salient Human Rights Issues

Assessing Impacts

	Framework	Report Section or Other Documentation
C3	How does the company identify any changes in the nature of each salient human rights issue over time?	
C3.1	During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?	Our Commitment to Human Rights, p. 79, 2020 CSR Report
C3.2	During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	Our Commitment to Human Rights, p. 79, 2020 CSR Report

Integrating Findings and Taking Action

	Framework	Report Section or Other Documentation
C4	How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?	
C4.1	How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?	Our Commitment to Human Rights, p. 79, 2020 CSR Report Human Rights Policy
C4.2	When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?	Our Commitment to Human Rights, p. 79, 2020 CSR Report Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix Human Rights Policy Code of Conduct
C4.3	During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	Our Commitment to Human Rights, p. 79, 2020 CSR Report Maintaining a Strong Culture of Compliance, p. 78, 2020 CSR Report 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix Human Rights Policy Code of Conduct

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Part C: Management of Salient Human Rights Issues

Tracking Performance

	Framework	Report Section or Other Documentation
C5	How does the company know if its efforts to address each salient human rights issue are effective in practice?	
C5.1	What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?	Our Commitment to Human Rights, p. 79, 2020 CSR Report 2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix

Remediation

	Framework	Report Section or Other Documentation
C6	How does the company enable effective remedy if people are harmed by its actions or decisions in relation to a salient human rights issue?	
C6.1	Through what means can the company receive complaints or concerns related to each salient issue?	CVS Health Ethics Line 1-877-CVS-2040 Human Rights Policy Code of Conduct
C6.2	How does the company know if people feel able and empowered to raise complaints or concerns?	Our Commitment to Human Rights, p. 79, 2020 CSR Report CVS Health Ethics Line 1-877-CVS-2040 Human Rights Policy Code of Conduct
C6.3	How does the company process complaints and assess the effectiveness of outcomes?	Human Rights Policy Code of Conduct
C6.4	During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?	Our Commitment to Human Rights, p. 79, 2020 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?	2020 Zero Tolerance Summary, p. 41, 2020 CSR Report Appendix

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