

2020
Corporate
Social
Responsibility
Report
Summary



Grounded in innovation, CVS Health[®] is working to solve the most complex public health challenges of our time.

Community-based and locally focused, CVS Health is responding to a need like never before by engaging our customers, patients and members with the care they need when and where they need it — whether that is at one of our nearly 10,000 local touchpoints in their home or virtually. From our COVID-19 response efforts to our refreshed commitment to addressing systemic racism and inequity, we are working to provide a high-quality, accessible and affordable health and wellness experience for all.

“In the face of incredible challenges, CVS Health emerged from 2020 a stronger, more resilient company, better positioned to improve health care for the millions of people who depend on us. We have demonstrated our ability to support people during every meaningful moment of health throughout their lifetimes.”

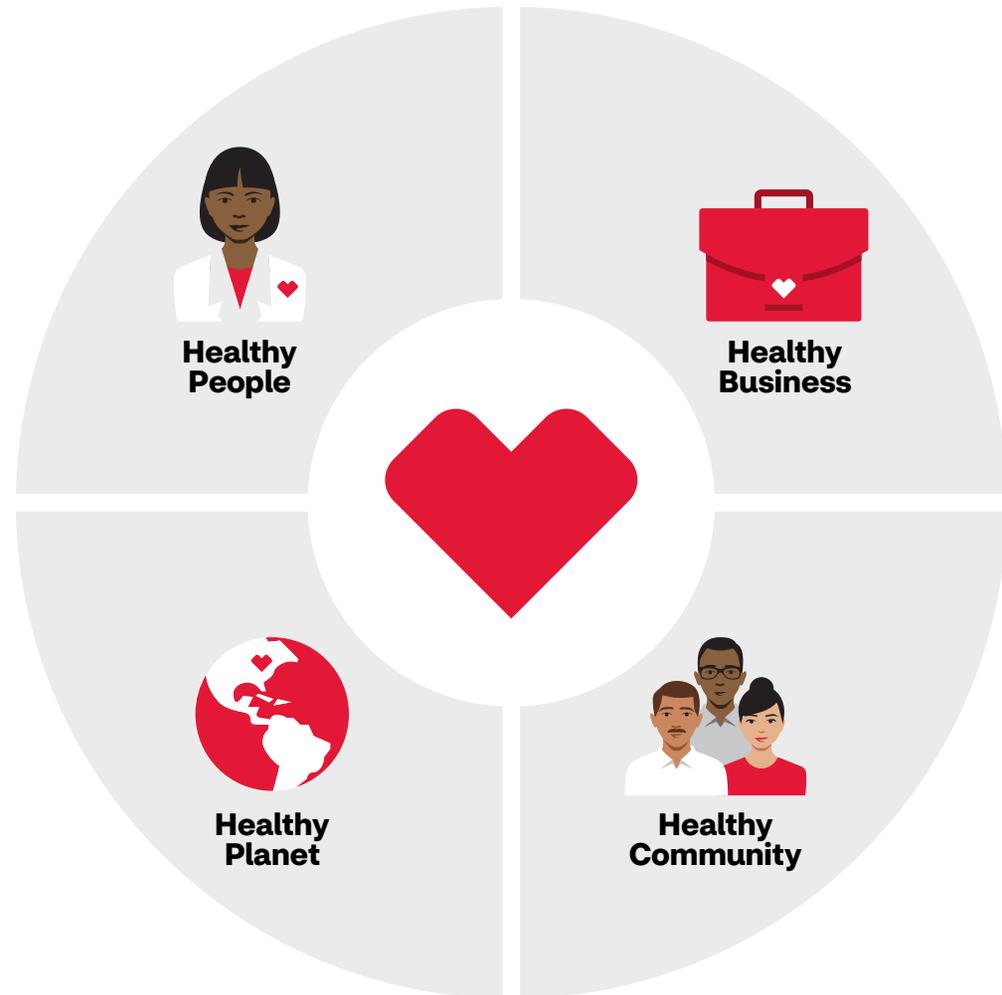
Karen Lynch
President and CEO, CVS Health

Our Footprint
Headquarters: Woonsocket, R.I.
Approximately 300,000 colleagues
in 50 states, the District of Columbia
and Puerto Rico

Transform Health 2030

At CVS Health, we are guided by our purpose: Helping people on their path to better health. Introduced last year, our Transform Health 2030 CSR strategy reinforced our commitment to impacting the health of the people and communities we serve, our business and the planet. This year, we are proud to share a bold set of goals that we will work with our colleagues, business partners, and community partners to deliver on by 2030. Aligned to each of our strategic pillars, our goals include:

- **Healthy People:** Provide 65 billion health care interactions to individuals
- **Healthy Business:** Invest \$85 billion in inclusive wellness, economic development and advancement opportunities
- **Healthy Community:** Commit more than \$1.5 billion in social impact investments to build healthier communities
- **Healthy Planet:** Reduce our environmental impact by at least 50 percent



Our COVID-19 Response

In response to COVID-19, CVS Health has utilized the full strength of our enterprise to focus on addressing the critical and urgent health care needs stemming from the pandemic. Building on longstanding relationships with trusted local organizations, we delivered critical resources to populations most at-risk and supported the continuation of care to help people manage their chronic conditions.

By the end of 2020, we administered more than 10 million COVID-19 tests at more than 4,000 CVS Pharmacy® drive-thru sites across the nation. As a national partner for the Federal Pharmacy Partnership Program, a linchpin of the Biden Administration's vaccination plan, we are administering approximately 250,000 COVID immunizations in more than 350 CVS Pharmacy locations every week. You can read more about the early actions we took to support the health of the people and patients we serve in our [COVID-19 Response report](#).



Social Justice and Health Equity

In 2020, CVS Health undertook a deep and honest reflection of our company's role in dismantling systemic racism. Building on our leading diversity management strategy, we renewed our focus and announced significant new commitments — to our colleagues, our customers and our communities. Over the next five years, we are investing nearly \$600 million to advance employee, community and public policy initiatives that address inequities faced by Black people and other historically underrepresented communities. Our investments build on long-standing commitments in the areas of:

- Mentoring, sponsorship, development and advancement of diverse employees
- Company-wide training and corporate culture programs, with a focus on promoting inclusion
- Partnership and development programs for our diverse suppliers
- Workforce initiatives that provide employment services and training to the underserved
- Addressing social determinants of health
- Providing access to health care while addressing racial health disparities
- Collaborating with civil rights and social justice organizations

You can learn more about our diversity strategy and initiatives in our first-ever stand alone [Strategic Diversity Management Report](#).





Healthy
People ♥

Transforming the Health Care Experience

Amidst unprecedented challenges, we continue to meet our customers and patients wherever they are, leveraging our local presence to deliver expanded and innovative health care services during a time of heightened need. We are using our experience and assets as a force for good by adapting and growing the services offered through our HealthHUB™ and MinuteClinic® locations, providing for our communities equitably, and tailoring our services for customers, patients and members with chronic conditions and other specific health needs.



Administered more than 10 million COVID-19 tests at more than 4,000 CVS Pharmacy drive-thru sites and in collaboration with community health organizations, employers and long-term care facilities.



Rapidly launched E-Clinic as a new telehealth solution to complement the existing MinuteClinic Video Visit, conducting nearly 20,000 visits by the end of 2020.



Expanded our HealthHUB model to 650 locations, continuing to put people at the center of the consumer health experience with offerings tailored to the needs of local patients and customers.



Partnered with community health organizations and corporate peers to expand access to flu vaccinations among medically underserved populations, administering 20 million vaccines across the U.S.



Announced a community-based strategy to address potential inequities related to COVID-19 vaccine access in vulnerable communities, with a particular focus on Black and Hispanic populations.



Supported populations most impacted by COVID-19 by making Aetna's Resources for Living employee assistance program available to everyone, not just our members.



Evolved our Pharmacy Advisor program to anticipate and understand risks and barriers to medication adherence by expanding outreach to high-risk members.

Providing Age-Friendly Care

In 2020, we introduced age-friendly care to improve and evolve how we care for older adults. As part of a routine visit for any patient over 65, our providers are trained to ask questions centered on the 4Ms Framework — What Matters, Medication, Mentation and Mobility. Research shows that providing older adults with this type of specific care has significant benefits, including a reduction in emergency department visits, hospitalizations and hospital readmissions; improved mobility; a reduction in medication-related problems; and early identification of memory loss and depression. MinuteClinic is the largest retail clinic network in the U.S. to universally adopt age-friendly care*.

*Sponsored by The John A. Hartford Foundation, the program is a collaboration with the Frances Payne Bolton School of Nursing at Case Western Reserve University and the Institute for Healthcare Improvement.

Improving Health Outcomes

At CVS Health, we are committed to introducing solutions that will have a meaningful impact on health outcomes, and addressing the social determinants of health and racial health disparities is at the core of our strategy. Additional areas of strategic focus include investing in affordable housing, addressing maternal and mental health, and providing access to social services.

\$114M

invested in the construction and rehabilitation of more than 2,800 affordable housing units across 30 cities.



Launched a groundbreaking program to support Aetna members at higher risk of developing preeclampsia, a leading cause of maternal and infant illness and death in the U.S.



Piloted our Destination: Health platform to holistically address Aetna member needs by connecting them with local, community-based organizations.



Our Project Health initiative will be expanded to support affordable housing communities, offering free biometric screenings to identify chronic conditions before they become life-threatening illnesses.



Piloted the HealthTag Initiative at 47 CVS Pharmacy locations, providing Aetna Medicaid members with information on how to access local support with food, housing and transportation alongside their prescription.



Teamed up with Discovery Education to launch Dose of Knowledge, a prevention program that provides video content and lessons around illicit drug misuse, and provided digital resources to 50 high-need communities nationwide.

Supporting Mental Well-being

CVS Health piloted Here 4 U in November 2020 to provide much-needed mental health resources and education to young adults. Here 4 U encourages young adults aged 18-24 to seek the mental health support they need in order to understand and cope with depression, stress, anxiety, isolation and suicidal ideation. The campaign aims to help educate young adults about mental health issues and confront stigmas that may prevent them from seeking appropriate care. The program offers free online peer-support sessions, mental health self-assessments and suggestions on a variety of well-being services and support options.





Healthy Business ♥

Continuing to be a Leading Employer

We couldn't advance our purpose without the dedication of our nearly 300,000 colleagues, who bring their hearts and talents to work to help others each day. As essential workers and health care providers, our colleagues came under tremendous strain in 2020, managing overwhelming demands at home and at work. We implemented new protocols, policies and training to keep our more than 200,000 essential and front-line colleagues safe as they provided service and care to our customers. We prioritized our health care providers and front-line colleagues in distributing PPE and quickly stabilized our supply to meet the needs of all colleagues.

In addition to executing on our \$100 million investment in colleague benefits to make health care more affordable for our colleagues, we implemented several policies and programs that prioritized their physical, mental and financial wellbeing. In 2020, we:

- Took the important step of moving to salary-based contributions toward health care for all colleagues, which allowed tens of thousands of colleagues to see significant decreases in their personal paycheck contributions toward health care coverage
- Evolved our adoption benefit to become a family expansion benefit, offering more inclusive options for all family structures
- Expanded our plan coverage to include telebehavioral health visits with no member cost share and waived all copays for telebehavioral health through May of 2021

From March through December 2020, we distributed PPE to colleagues across the enterprise, including more than:

46M

facemasks

2M

gowns

190M

pairs of gloves

66K

thermometers

38M

ounces of hand sanitizer





CVS Health employs pharmacy technicians across our retail stores but also in other parts of our enterprise. Stephanie Chevaz joined CVS Caremark® in 2017 as a clinical services representative in pharmacy benefits management. In this role, she was responsible for gathering patient diagnosis information in order to process prior approval requests from physician offices. When the Prior Authorization pharmacy technician apprenticeship program was approved by DOL in 2017, Stephanie enrolled. After completing the program, which was offered to incumbent employees to develop their skills, Stephanie was promoted within our Federal Employee Program. Her responsibilities now include working with physicians' offices for Prior Authorization as well as providing ongoing education on the program to health care providers and internal partners. According to Stephanie, "The apprenticeship program was a positive structured program that motivated me to pass the test for pharmacy technician. Given the materials, resources and a lot of support from supervisors, pharmacists and co-workers made me realize there was no failing. I appreciated the opportunity and time given to pass the test."

Strategic Diversity Management

In 2020, we renewed our commitment to improve the experience of our diverse colleagues and customers and to create a positive impact in the thousands of communities we serve. Moreover, we are dedicated to using our voice and our influence as one of the largest companies in the country to help shape public policies that address the root causes of injustice. Our holistic approach to strategic diversity management takes into account the diverse populations we serve, and the many ways our business impacts people — and society at-large.



Embarked on an effort to bring conscious inclusion training to all of CVS Health colleagues.



Established a five-year, \$5 million scholarship program for Black and Latinx colleagues in collaboration with UNCF (formerly the United Negro College Fund).



Sponsored a second chance program in collaboration with the Hispanic Heritage Foundation to connect formerly incarcerated individuals with mentors and access to workshops, workforce development opportunities and placement into the workforce.

\$3B

spent with small and diverse Tier I suppliers, and \$1.5 billion with diverse Tier II suppliers.



Established our Faith-Based Advisory Board comprised of 13 organizations from across the country who will guide our actions in addressing social justice and equity issues through the lens of religious faith.



Launched a Just-in-Time Disabilities Toolkit for Managers, an accessible online resource that connects CVS Health's people managers with points of contact and resources to recruit, develop and engage individuals with disabilities across the enterprise.

CVS Health Recognition for Diversity, Equity, Inclusion and Justice

Top 50 Companies for Diversity (#24)
DiversityInc

Top Companies for Supplier Diversity (#13)
DiversityInc

Best Place to Work for Disability Inclusion (100%)
Disability Equality Index,
American Association of People with Disabilities and Disability:IN

Billion Dollar Roundtable
Companies spending more than \$1 billion annually with diverse suppliers

Excellence in Disability Inclusion Award
U.S. Department of Labor



Healthy
Community♥

Supporting our Communities Through COVID-19

As with many public health challenges, the impacts of COVID-19 have been most severely felt in underserved communities already struggling with limited access to resources. Over the past year, we have carried out our longstanding philanthropic commitments with new urgency, supporting greater access to health care and addressing the social determinants of health — including access to safe housing, healthy foods, quality education and employment — that have been further challenged by the economic tolls of the pandemic.



Provided access to COVID-19 testing in areas outside of our retail locations by partnering with the U.S. Department of Health and Human Services to bring community testing sites to 18 high-need areas.



Launched a \$1 million collaboration with the National Association of Free and Charitable Clinics to support member organizations in expanding access to care through telehealth.



Committed nearly \$2 million to support the mental well-being of health care professionals across the country.



Focused our in-store fundraising campaigns on addressing the impacts of COVID-19 on organizations like the American Lung Association, donating more than \$20 million to our national partners.



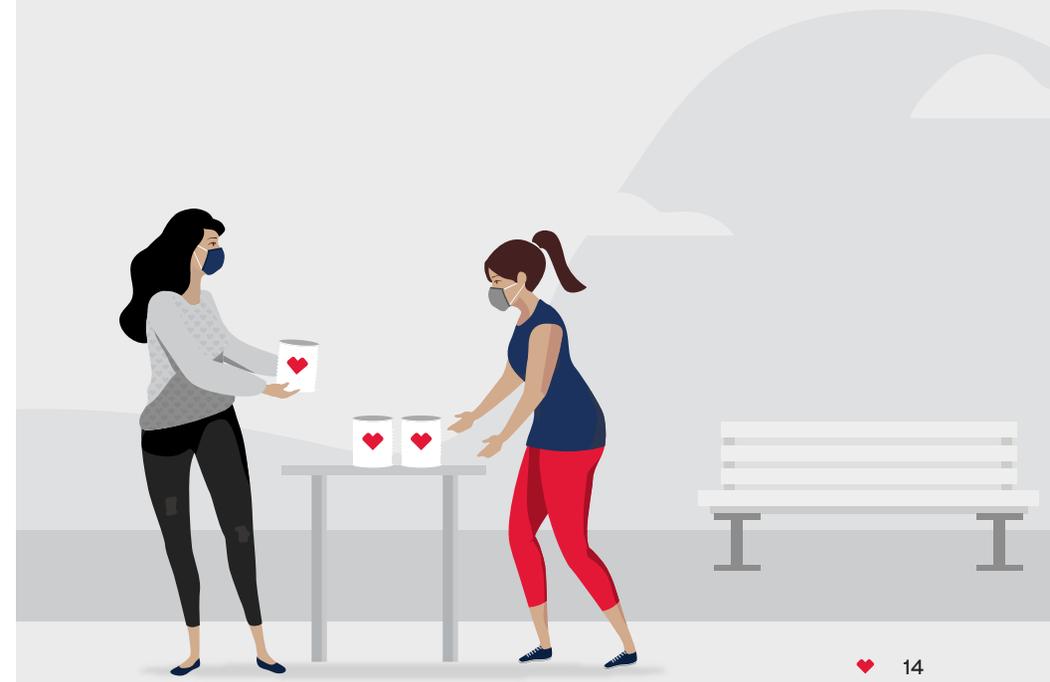
Provided more than \$5 million in combined support to Feeding America to reduce food insecurity among vulnerable populations.



Purchased and delivered more than 200 tons of personal protective equipment to health care workers in communities most severely impacted by the pandemic.

Feeding South Florida

In 2019, we piloted a year-long school pantry program in collaboration with Feeding South Florida, the area's largest food bank which serves nearly 25 percent of the state's food-insecure population. The school pantry pilot sought to evaluate how access to healthy food could impact a student's behavior and performance in school. At the end of the year, we found that the program had improved students' overall health, decreased families' financial burdens, increased families' level of food security, and encouraged families to adopt healthier eating habits. Through this work, we also identified a need to be even more local in our approach to addressing student hunger, and in 2020 funded Feeding South Florida's "Mini Mobile Farmacy," an air-conditioned grocery store on wheels that provides nutritious foods at low or no cost.



Building Healthier Communities

Building Healthier Communities is a major part of our philanthropic investment strategy and represents our commitment to make community health and wellness central to our efforts to Transform Health. Using our company's strengths, *Building Healthier Communities* supports organizations that are expanding access to affordable quality care, impacting public health challenges, and working with local communities to address their most pressing health issues.



Continued our longstanding support of National Association of Free and Charitable Clinics members to provide wraparound services for underserved patients — providing funding for 65 clinics in 17 states.



Reached more than 6,000 people across nine markets through *Project Health*, our initiative to detect early risks for chronic conditions through free health care screenings.



Collaborated with Bank of America and General Motors to support increased access to flu vaccines in several under-resourced communities nationwide.



Funded the third annual *Healthiest Communities* rankings to gain insight on how to better address health disparities at the community level — providing \$100,000 grants to 20 communities.



Shifted the focus of our *Be the First* campaign to reducing e-cigarette use, reaching 13 million young people through The Truth Initiative's text message-cigarette quit tool.



Launched a new Virtual Volunteer program to provide more opportunities for our colleagues to volunteer for multiple organizations, including those helping to advance social justice and race equity.

Advancing the academic aspirations of young people

Our scholarship programs continue to support a robust pipeline of talent and advance the aspirations of students pursuing health care careers. In 2020, we provided nearly \$1 million to nursing, nurse practitioner and physician assistant programs. These funds, which were awarded from the CVS Health Foundation to more than 300 accredited colleges and universities in 2020, are supporting demands for skilled and diverse health care workers, and at least 25 of the scholarships must be awarded to bilingual and diverse candidates.

“I am truly honored to be selected as the recipient of the CVS Health Foundation scholarship. San Diego has a very large Hispanic population. As a fluent Spanish speaker, I am able to see the impact I have on Hispanic patients when I speak in Spanish. I am able to break down language and cultural barriers due to my ethnicity and bilingualism that others in the medical field struggle to overcome. I am proud to be an addition to diversity and representation in health care for the Hispanic community.”

Jessica Gutierrez

Pharm.D. Candidate, Class of 2023 University of California, San Diego Skaggs School of Pharmacy and Pharmaceutical Sciences



Healthy
Planet ♡

Operating Sustainably

We believe that the health of our planet is inextricably linked to the health of all people. Yet our ecosystems are under immense strain. As a leading health care company, we know that mitigating our impact on the environment can help us to be part of the solution — in combating a warming climate, achieving cleaner air and water, and preserving a healthier environment for future generations.



Exceeded our first-generation Science-Based Target, validated by the SBTi in 2018, to reduce our combined Scope 1 and 2 market-based emissions 36 percent by 2030 over a 2010 base year.



Set new Science Based Targets to:

- Reduce absolute Scope 1 and 2 GHG emissions by 67 percent by 2030 from a 2014 base year.
- Reduce our absolute Scope 3 GHG emissions from purchased goods and services by 14 percent by 2030 from a 2019 base year.



Collected data from 80 percent of our suppliers, by spend, in order to target opportunities for emissions reductions.



Diverted more than 66 percent of waste to recycling or reuse. Reduced hazardous waste generated in our community locations by 12 percent through waste minimization and donation optimization.



Named to the DJSI World Index and CDP A List

Engaging Colleagues in Sustainable Workplace Solutions

CVS Health colleagues support our sustainability strategy by embedding resource efficiency into their work, making small behavioral changes in their day-to-day actions so they can help advance our goals. In 2020, our GreenTeam Colleague Resource Group worked to embed sustainability into our colleagues' day-to-day actions as a large part of our workforce shifted to remote work. The GreenTeam worked closely with our Virtual CRG to promote the environmental benefits of virtual meetings and more sustainable workplace solutions. Additionally, GreenTeam members served as a focus group for a new green action tracking tool on our colleague engagement site that launched in early 2021. Their insights helped to enhance the feature and create a more compelling and engaging experience for all colleagues.

66%

of waste was diverted to recycling or reuse

\$31.8M

in energy savings realized since transitioning to LED interior retrofits in 2015. We invested nearly \$130 million to transition more than 7,000 community locations.

104M+

digital receipts were sent to CVS Pharmacy customers

Sustainable Products and Packaging

We are responding to growing consumer demand for more options for sustainable products and packaging 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.



Launched [CVS.com/gogreen](https://www.cvs.com/gogreen), providing a single digital resource for customers to learn more about our sustainable product offerings, how to avoid waste and how to recycle our products and packaging.



Committed to replacing single-use plastic straws, plastic cutlery, and Styrofoam cups, plates and bowls with sustainable alternatives



Increasing organic offering of Store Brand products by 20%



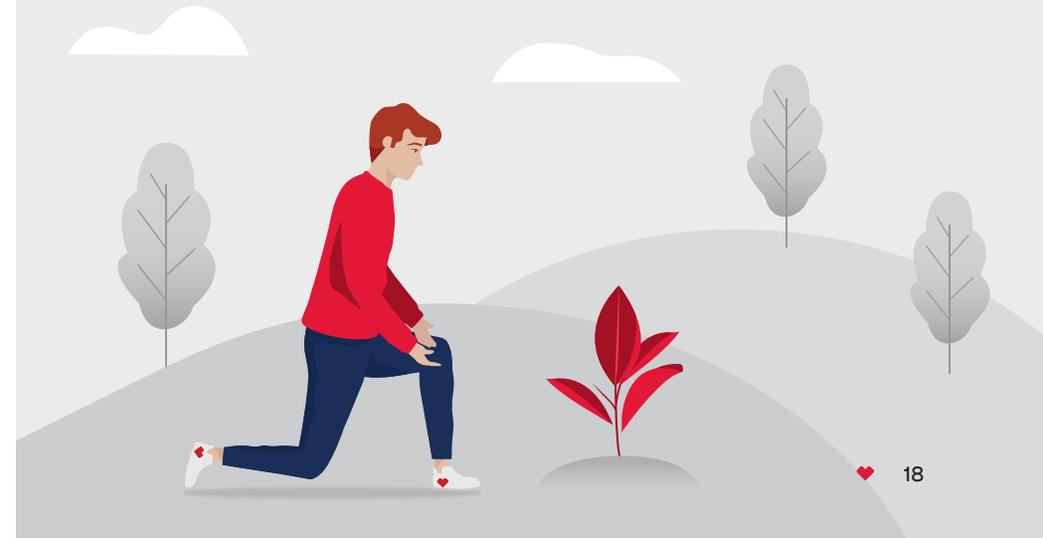
In 2020, we joined the Sustainable Packaging Coalition's How2Recycle® program and began including detailed recycling icons and instructions on Total Home products and CVS Health Vitamins, which will begin shipping to community locations by the end of 2021. Later this year, we will expand to our rebranded store brand beauty items.



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

Rethinking the Single-Use Retail Shopping Bag

In 2020, we joined Target and Walmart as Founding Partners of the Consortium to Reinvent the Retail Bag, convened by circular economy experts at Closed Loop Partners. The Consortium is a multi-year collaboration across retail sectors that aims to identify, test and implement innovative new design solutions that serve the function of today's single-use plastic retail bag. In August, the Consortium's Beyond the Bag Challenge invited innovators to think beyond the single-use shopping bag with new design solutions and models that are convenient for customers and lessen environmental impact. More than 450 submissions were received and narrowed to a shortlist of 58 ideas that included reusable designs and systems, innovative materials, and the use of smart or enabling technologies. Nine winners were selected for pushing the boundaries of systems design, technology and material innovation: ChicoBag, Domtar, Eon, Fill it Forward, GOATOTE, PlasticFri, Returnity, SmartC and Sway. The winning solutions fall into three categories: Reuse and Refill; Enabling Technology; and Innovative Materials. Winners will receive a portion of \$1 million in prize money; depending upon the type of solution, they will either be invited to join the Consortium's Circular Accelerator or begin product testing to hone the solution's performance, customer experience and more.



Health is everything.®