

INDEPENDENT ASSURANCE STATEMENT



To: The Stakeholders of CVS Health

Objectives and Responsibilities

Apex Companies, LLC (Apex) has been engaged by CVS Pharmacy, Inc. (“CVS”) to provide moderate assurance of certain GRI and SASB Standards Disclosures in its *Healthy 2030 2024* Impact Report Appendix (the Report). This assurance statement applies to the related information included within the scope of work described below.

This information and its presentation in the Report are the sole responsibility of the management of CVS. Apex was not involved in the drafting of the Report. Our sole responsibility was to provide independent assurance on its content.

Scope of work

The scope of work included assurance of the following information included within the Report for the period January 1, 2024 to December 31, 2024 (“Subject Matter”):

- Select disclosures related to the material issues of affordability and fair pricing; climate risk, resilience and adaptation; consumer health outcomes; data security, privacy and cybersecurity; greenhouse gas (GHG) emissions and energy use; health access; health equity; occupational health and safety; public policy and advocacy; service quality and safety; sustainable products and services; circularity; talent recruitment, retention and development; and general disclosures for Global Reporting Initiative (GRI) Standard 2 in the *Healthy 2030 2024* Impact Report Appendix. Specific disclosures assured are shown in the attached table;
- Appropriateness and robustness of underlying reporting systems and processes, used to collect, analyze and review the information reported;
- Evaluation of the nature and extent of CVS’ adherence to the general principles of AA1000AS v3:
 - Inclusivity
 - Materiality
 - Responsiveness
 - Impact;
- Evaluation of the Subject Matter against the principles of Completeness and Accuracy as defined in the related GRI and SASB Standards; and
- Select 2024 sustainability data (Previously assured under other assurance standards):
 - GHGs:
 - Scope 1
 - Scope 2 Location-Based
 - Scope 2 Market-Based
 - Scope 3 Purchased Goods & Services
 - Scope 3 Fuel and Energy Related Activities
 - Scope 3 Upstream Transportation & Distribution
 - Scope 3 Business Travel
 - Water usage

Our assurance does not extend to any other quantitative data included in the Report.

Reporting Criteria

The Subject Matter needs to be read and understood together with the GRI and SASB Standards as described in the Report.

Limitations and Exclusions

Excluded from the scope of our work is any assurance of information relating to:

- Activities outside the defined assurance period; and
- Positional statements (expressions of opinion, belief, aim or future intention by CVS) and statements of future commitment.

Assurance Standard

The assurance process was conducted in line with the requirements of AccountAbility's AA1000 Assurance Standard v3 (AA1000AS v3) with Type 2 assurance.

The work was planned and carried out to provide moderate, rather than absolute assurance and we believe it provides a reasonable basis for our conclusions.

Summary of Work Performed

As part of its independent assurance, Apex undertook the following activities:

1. Conduct interviews with relevant personnel of CVS and their consultant;
2. Review of documentary evidence produced by CVS;
3. Review of performance data including calculations, emission factors, supporting documentation and audit of a sample of which was traced back to the source data;
4. Review of CVS' procedures and systems for collection, aggregation, analysis and review of data; and
5. Review of stakeholder engagement activities by reviewing reports.

Our work was conducted against Apex's standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance.

Conclusions

On the basis of our scope of work, methodology and the activities described above, it is our opinion that:

- The disclosures listed in the attached GRI and SASB index table are accurate, reliable and free from material mistake or misstatement;
- The Subject Matter provides a fair representation of CVS' activities over the reporting period;
- The Subject Matter is presented in a clear, understandable and accessible manner, and allows readers to form a balanced opinion over CVS' performance and status for the assurance period;
- The Subject Matter properly reflects the organization's alignment to and implementation of the AA1000AS v3 principles of Inclusivity, Materiality, Responsiveness and Impact in its operations. Further detail is provided below;
- CVS has established appropriate systems for the collection, aggregation and analysis of relevant information; and
- CVS has processes in place for consulting and engaging with its key stakeholders in a structured and systematic manner.

Alignment with the principles of AA1000AS v3

Inclusivity

CVS has processes in place for identifying and engaging with a range of key stakeholders including patients and consumers, colleagues, investors and stockholders, suppliers, government and regulators, nonprofit organizations and NGOs, industry groups and forums, local communities, clients and media as described in the Report. These engagement activities include a diverse range of outreach methods, including but not limited to written communications, meetings, surveys and events such as roundtables, conferences, audits, focus groups and town halls. CVS manages outreach and tailors engagement to specific stakeholders, utilizing a cross-functional ESG steering committee for ongoing strategy development, and maps stakeholder feedback directly to material topics. Additionally, CVS conducts a biennial materiality assessment where stakeholder groups are engaged for input and participation.

Materiality

CVS conducts a materiality assessment biennially to identify the material topics to disclose in its reporting. The most recent materiality assessment was conducted in 2023 and included a survey of various internal and external stakeholders regarding CVS' impacts on the environment, society and economy to identify the potential material topics. The assessment was conducted with a double materiality lens and represented a shift to an impact-based approach wherein severity and likelihood of impacts were assessed. Material topics were selected based on internal research to correlate impacts to:

- enterprise value;
- society and the environment;
- engagement efforts across the enterprise; and
- the outcome of impact scoring and alignment of topics within a prioritization matrix.

Material topics identified in the 2023 that were not part of the previous assessment include: issues of affordability and fair pricing; climate risk, resilience and adaptation; consumer health outcomes; data security, privacy and cybersecurity; greenhouse gas (GHG) emissions and energy use; health access; occupational health and safety; public policy and advocacy; service quality and safety; sustainable products and services; circularity; and talent recruitment, retention and development. The assessment process and material topics are described in the Report.

Responsiveness

CVS demonstrated responsiveness to material issues during the assurance period through various actions described in the Report, such as its nationwide environmental health impact initiative which offers support through personalized health interventions to people most vulnerable to extreme weather events. CVS responds to issues raised during the course of stakeholder engagement activities through:

- coordination of response groups within the cross-functional ESG steering committee;
- a committee of board members with oversight into sustainability work; and
- a continually evolving roster of internal senior leaders.

The company investigates issues raised through various reporting channels and takes remedial measures as deemed appropriate. In an effort to support ongoing communication of response implementation, CVS uses various reporting frameworks and principles to guide their reporting process and external communications, including GRI and SASB. For climate risk and opportunities disclosure, ISSB is utilized. The Report discusses responses by the company to its material issues.

Impact

CVS has established processes to measure, evaluate and manage the company's impacts related to material topics. Dedicated team members are assigned to oversee continued measurement and assessment of the boundary, time period and scope of impacts, ensuring that qualitative and quantitative impact metrics are clearly traceable within the organization. The company uses its materiality assessment and corporate risk register to capture and measure both actual and potential impacts, including direct and indirect, intended and unintended, and positive and negatives. In 2024, CVS made progress in pursuit of reducing their greenhouse gas emissions through a focus on significant investments in renewable energy, electrification of its fleet, and continuous improvement in operational efficiency. An internal audit process provides an additional layer of review for these efforts. CVS calculates and reports GHG emissions annually. 2024 progress towards impact goals included: a 29% reduction in scope 1 and 2 GHG emissions from 2019 baseline and 14% decrease from 2023 to 2024; executed agreements to source over 100k MWh of renewable energy; and 13% of paper packaging in store brand products with sustainable sourcing certifications.

Completeness

Based on our review, the select disclosures appropriately and accurately demonstrate that CVS understands and manages the material topics that were subject to assurance.

Accuracy

As indicated in our conclusions above, the select disclosures included in the scope of work were found to be accurate, reliable and free from material mistake or misstatement. CVS has established appropriate systems for the collection, aggregation and analysis of relevant information to allow for accurate reporting of data associated with the select disclosures that were within the scope of this assurance.

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist within the assured disclosures in the Report.

Based on the work conducted, we recommend CVS to consider the following:

- Continue to evaluate materiality of issues based on stakeholder and employee input and adjust reporting as deemed appropriate.
- Disclose indicators that are currently omitted.

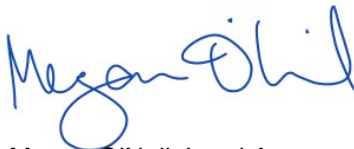
Statement of independence, integrity and competence

Apex is an independent professional services company that specializes in Health, Safety, Social and Environmental management services including assurance with over 30 years history in providing these services.

No member of the assurance team has a business relationship with CVS, its Directors or Managers beyond that required of this assignment. We conducted this assurance assignment independently and to our knowledge there has been no conflict of interest.

Apex has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities.

The assurance team has extensive experience in conducting assurance over environmental, social, ethical and health and safety information, systems and processes, has over 20 years combined experience in this field and an excellent understanding of Apex's standard methodology for the assurance of sustainability reporting.



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Disclosures Assured

GRI Standard	Disclosure	Section	Omissions	
GRI 2: Foundation 2021				
General Disclosures				
	2-1	Organization details	Organizational & Reporting	
	2-2	Entities included in the organization's sustainability reporting	Organizational & Reporting	
	2-3	Reporting period, frequency and contact point	Organizational & Reporting	
	2-4	Restatements of information	Organizational & Reporting	
	2-5	External Assurance	Organizational & Reporting	
	2-6	Activities, value chain and other business relationships	Organizational & Reporting	
	2-7	Employees	Organizational & Reporting	Information unavailable/incomplete (2-7-a, 2-7-b)
	2-8	Workers who are not employees	Organizational & Reporting	Not applicable
	2-9	Governance structure and composition	Governance	
	2-10	Nomination and the selection of the highest governance body	Governance	
	2-11	Chair of the highest governance body	Governance	
	2-12	Role of the highest governance body in overseeing the management of impacts	Governance	
	2-13	Delegation of responsibility for managing impacts	Governance	
	2-14	Role of the highest governance body in sustainability reporting	Governance	
	2-15	Conflicts of interest	Governance	
	2-16	Communication of critical concerns	Governance	Information unavailable/incomplete (2-16-a, 2-16-b)
	2-17	Collective knowledge of the highest governance body	Governance	
	2-18	Evaluation of the performance of the highest governance body	Governance	
	2-19	Remuneration policies	Governance	
	2-20	Process to determine remuneration	Governance	
	2-21	Annual total compensation ratio	Governance	
	2-22	Statement on sustainable development strategy	Strategy	
	2-23	Policy commitments	Ethics and Integrity	
	2-24	Embedding policy commitments	Ethics and Integrity	
	2-25	Process to remediate negative impacts	Ethics and Integrity	
	2-26	Mechanisms for seeking advice and raising concerns	Ethics and Integrity	
	2-27	Compliance with laws and regulations	Ethics and Integrity	
	2-28	Membership associations	Ethics and Integrity	
	2-29	Approach to stakeholder engagement	Stakeholder Engagement	
	2-30	Collective bargaining agreements	Stakeholder Engagement	Confidentiality constraints (2-30-b) ¹
GRI Standard	Disclosure	Section	Omissions	
Material Topics				
201: Economic Performance				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 201: Economic Performance	201-1	Direct economic value generated and distributed	Appendix	Information unavailable/incomplete (201-1-b)

¹ Confidentiality constrained data in alignment with prior year reporting.

GRI 201: Economic Performance	201-2	Financial implications and other risks and opportunities due to climate change	Appendix	
GRI 201: Economic Performance	201-3	Defined benefit plan obligations and other retirement plans	Appendix	Confidentiality constraints ¹
GRI 201: Economic Performance	201-4	Financial assistance received from government	Appendix	Confidentiality constraints ¹
202: Market Presence				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 202: Market Presence	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Appendix	Confidentiality constraints (202-1-a, 202-1-c) ¹
GRI 202: Market Presence	202-2	Proportion of senior management hired from the local community	Appendix	
203: Indirect Economic Impacts				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	Healthy Community	
GRI 203: Indirect Economic Impacts 2016	203-2	Significant indirect economic impacts	Healthy Business	
204: Procurement Practices				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 204: Procurement Practices	204-1	Proportion of spending on local suppliers	Appendix	Confidentiality constraints ¹
205: Anti-Corruption				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 205: Anti-Corruption	205-1	Operations assessed for risks related to corruption	Appendix	Information unavailable/incomplete (205-1-a)
GRI 205: Anti-Corruption	205-2	Communication and training about anti-corruption policies and procedures	Code of Conduct	
GRI 205: Anti-Corruption	205-3	Confirmed incidents of corruption and actions taken	Appendix	
206: Anti-Competitive Behavior				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 206: Anti-Competitive Behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Appendix	Confidentiality constraints ¹
301: Materials				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 301: Materials 2016	301-1	Materials used by weight or volume	Healthy Planet & Plastic Progress Report	Information unavailable/incomplete
GRI 301: Materials 2016	301-2	Recycled input materials used	Healthy Planet & Plastic Progress Report	
GRI 301: Materials 2016	301-3	Reclaimed products and their packaging materials	Healthy Planet & Plastic Progress Report	Information unavailable/incomplete (301-3-a)
302: Energy				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Appendix	
GRI 302: Energy 2016	302-2	Energy consumption outside of the organization	Appendix	Information unavailable/incomplete
GRI 302: Energy 2016	302-3	Energy intensity	Appendix	Information unavailable/incomplete
GRI 302: Energy 2016	302-4	Reduction of energy consumption	Appendix	Information unavailable/incomplete
GRI 302: Energy 2016	302-5	Reductions in energy requirements of products and services	Appendix	Information unavailable/incomplete

303: Water and Effluents				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 303: Water 2018	303-1	Interactions with water as a shared resource	Appendix	
GRI 303: Water 2018	303-2	Management of water discharge related impacts	Appendix	
GRI 303: Water 2018	303-3	Water withdrawal	Appendix	
GRI 303: Water 2018	303-4	Water discharge	Appendix	Not applicable
GRI 303: Water 2018	303-5	Water consumption	Appendix	Not applicable
305: Emissions				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Appendix	
GRI 305: Emissions 2016	305-2	Energy indirect (Scope 2) GHG emissions	Appendix	
GRI 305: Emissions 2016	305-3	Other indirect (Scope 3) GHG emissions	Appendix	
GRI 305: Emissions 2016	305-4	GHG emissions intensity	Appendix	
GRI 305: Emissions 2016	305-5	Reduction of GHG emissions	Appendix	
GRI 305: Emissions 2016	305-6	Emissions of ozone-depleting substances (ODS)	Appendix	Not applicable
GRI 305: Emissions 2016	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and significant air emissions	Appendix	Not applicable
306: Effluents and Waste				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 306: Effluents and Waste 2016	306-1	Waste Generation and significant waste-related impacts	Appendix & CSR Reporting	
GRI 306: Effluents and Waste 2016	306-2	Management of significant waste related impacts	Appendix	
GRI 306: Effluents and Waste 2016	306-3	Waste generated	Appendix	
GRI 306: Effluents and Waste 2016	306-4	Waste diverted from disposal	Appendix	
GRI 306: Effluents and Waste 2016	306-5	Waste directed to disposal	Appendix	
308: Supplier Environmental Assessment				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 308: Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	Appendix	Confidentiality constraints ¹
GRI 308: Supplier Environmental Assessment 2016	308-2	Negative environmental impacts in the supply chain and actions taken	Appendix	Confidentiality constraints ¹
401: Employment				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Appendix	Information unavailable/incomplete
GRI 401: Employment 2016	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Healthy Business & CVS Health Benefits	
GRI 401: Employment 2016	401-3	Parental Leave	Health and Safety Statement, Code of Conduct, & Appendix	
403: Occupational Health and Safety				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Health and Safety Statement, Code of Conduct, & Appendix	

GRI 403: Occupational Health and Safety 2018	403-2	Hazard identification, risk assessment, and incident investigation	Health and Safety Statement, Code of Conduct, & Appendix	
GRI 403: Occupational Health and Safety 2018	403-3	Occupational health services	Health and Safety Statement, Code of Conduct, & Appendix	
GRI 403: Occupational Health and Safety 2018	403-4	Worker participation, consultation, and communication on occupational health and safety	Health and Safety Statement, Code of Conduct, & Appendix	
GRI 403: Occupational Health and Safety 2018	403-5	Worker training on occupational health and safety	Health and Safety Statement, Code of Conduct, & Appendix	
GRI 403: Occupational Health and Safety 2018	403-6	Promotion of worker health	Health and Safety Statement, Code of Conduct, & Appendix	
GRI 403: Occupational Health and Safety 2018	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health and Safety Statement, Code of Conduct, & Appendix	
GRI 403: Occupational Health and Safety 2018	403-8	Workers covered by an occupational health and safety management system	Health and Safety Statement, Code of Conduct, & Appendix	
GRI 403: Occupational Health and Safety 2018	403-9	Work-related injuries	Health and Safety Statement, Code of Conduct, & Appendix	
GRI 403: Occupational Health and Safety 2018	403-10	Work-related ill health	Health and Safety Statement, Code of Conduct, & Appendix	
404: Training and Education				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Appendix	
GRI 404: Training and Education 2016	404-2	Programs for upgrading employee skills and transition assistance programs	Healthy Business & Healthy Community	
GRI 404: Training and Education 2016	404-3	Percentage of employees receiving regular performance and career development reviews	Appendix	Confidentiality constraints ¹
405: Diversity and Equal Opportunity				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Appendix & Proxy Statement	
GRI 405: Diversity and Equal Opportunity 2016	405-2	Ratio of basic salary and remuneration of women to men	Appendix	Confidentiality constraints ¹
406: Non-Discrimination				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 406: Non-Discrimination	406-1	Incidents of discrimination and corrective actions taken	Code of Conduct	Confidentiality constraints ¹
407: Freedom of Association and Collective Bargaining				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 407: Freedom of Association and Collective Bargaining	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Appendix	
408: Child Labor				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
408-1: Child Labor (2016)	408-1	Operations and suppliers at significant risk for incidents of child labor	Code of Conduct & Human Rights Policy	
409: Forced or Compulsory Labor				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 409: Forced or Compulsory Labor	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Appendix & Human Rights Policy	

410: Security Practices				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 410: Security Practices	410-1	Percentage of security personnel who have received formal training in the organization's human rights policies	Code of Conduct & Human Rights Policy	
413: Local Communities				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 413: Local Communities	413-1	Operations with significant actual and potential negative impacts on local communities	Appendix	Information unavailable/incomplete (413-1-a)
414: Supplier Social Assessment				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 414: Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	Appendix	
GRI 414: Supplier Social Assessment	414-2	Negative social impacts in the supply chain and actions taken	Appendix	Confidentiality constraints (414-2-b, 414-2-c, 414-2-d, 414-2-e) ¹
415: Public Policy				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 415: Public Policy 2016	415-1	Political contributions	2025 Political Activities and Contributions Report	
416: Customer Health and Safety				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	Healthy Business & Healthy Planet	
GRI 416: Customer Health and Safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Appendix	
417: Marketing and Labeling				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 417: Marketing and Labeling	417-1	Requirements for product and service information and labeling	Healthy Business & Healthy Planet	
GRI 417: Marketing and Labeling	417-2	Incidents of non-compliance concerning product and service information and labeling	Appendix	Confidentiality constraints ¹
GRI 417: Marketing and Labeling	417-3	Incidents of non-compliance concerning marketing communications	Appendix	Confidentiality constraints ¹
418: Customer Privacy				
GRI 3: Material Topics 2021	3-3	Explanation of the material topic and its Boundaries	Appendix & Impact Strategy Prioritization Assessment (2023)	
GRI 418: Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Breach Portal	

SASB Standard	Description	Section
HC-DR-130a.1, HC-DY-130a.1, CG-MR-130a.1, FB-FR-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Sustainability Accounting Standards Board (SASB) Index
FB-FR-110b.1	Gross global Scope 1 emissions from refrigerants	Sustainability Accounting Standards Board (SASB) Index
FB-FR-110b.3	Average refrigerant emissions rate	Sustainability Accounting Standards Board (SASB) Index

CG-HP-140a.1	(1) Total water withdrawn, (2) percent water withdrawn in regions with High or Extremely High Baseline Water Stress, (3) total water consumed, (4) percent water consumed in regions with High or Extremely High Baseline Water Stress	Sustainability Accounting Standards Board (SASB) Index
CG-HP-140a.2	Description of water management risks and discussion of strategies and practices to mitigate those risks	Sustainability Accounting Standards Board (SASB) Index
FN-IN-550a.3	Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities	Sustainability Accounting Standards Board (SASB) Index
HC-DY-320a.1	Total recordable incident rate (TRIR) for (a) direct employees and (b) contract employees	Sustainability Accounting Standards Board (SASB) Index
HC-DR-230a.1, HC-DY-230a.2	Description of policies and practices to secure customers' personal health data records and other personal data	Sustainability Accounting Standards Board (SASB) Index
HC-DY-270a.2	Discussion of how pricing information for services is made publicly available	Sustainability Accounting Standards Board (SASB) Index
HC-DY-450a.1	Description of policies and practices to address the physical risks due to an increased frequency and intensity of extreme weather events	Sustainability Accounting Standards Board (SASB) Index
CG-MR-000.A, HC-DR-000.D	Number of retail locations, Number of distribution centers, Number of pharmacists	Sustainability Accounting Standards Board (SASB) Index