

**Better Health,
Better Community,
Better World.**

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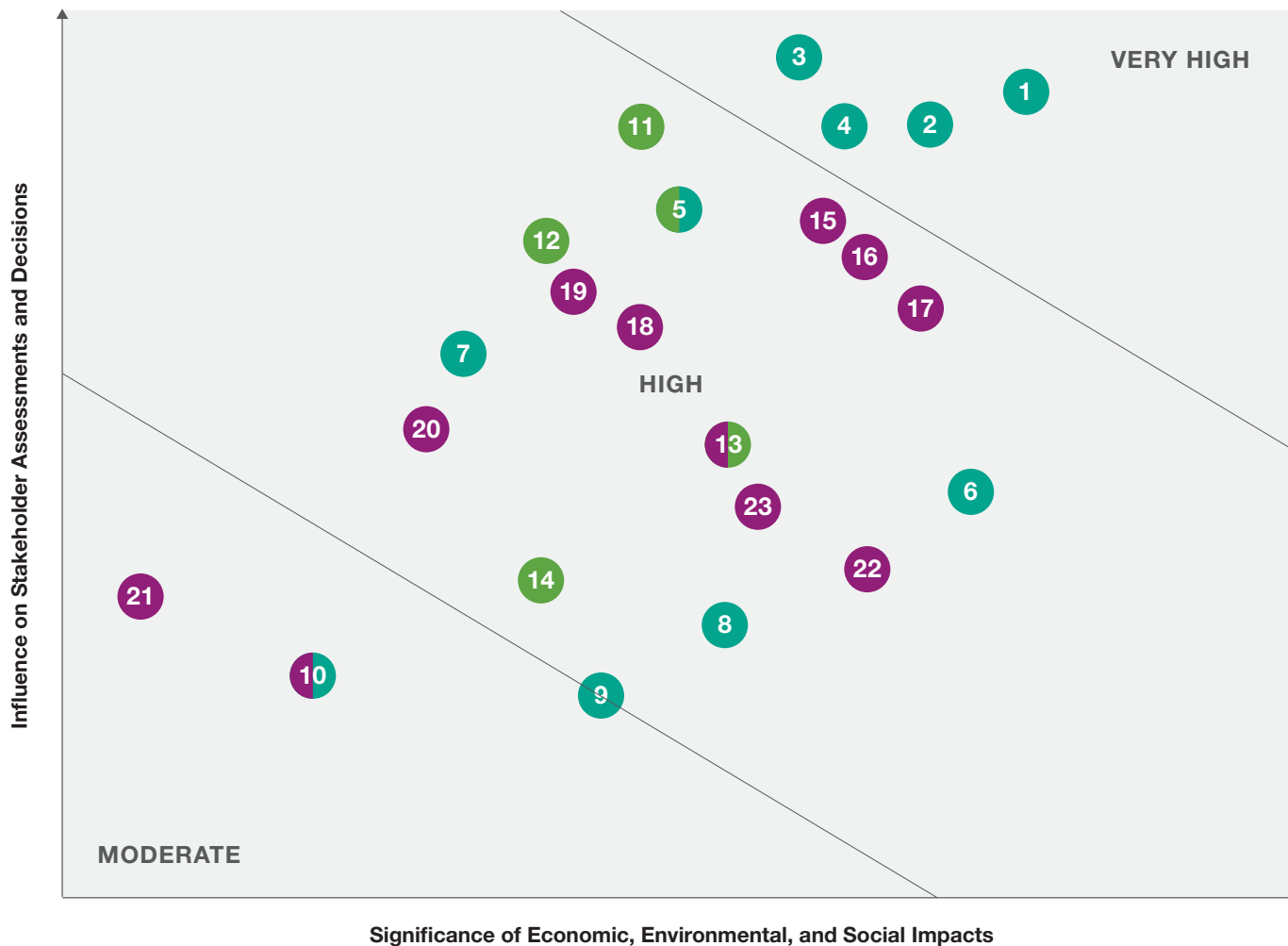
CSR Material Topics

Our CSR material topics inform the content of this report. These 23 topics below represent our most significant economic, environmental and social impacts, as well as those topics that substantively influence the assessments

and decisions of our stakeholders. We conducted a comprehensive materiality assessment in 2017 in accordance with the Global Reporting Initiative (GRI) Standards' guidance for defining material topics. We find these issues

remain relevant for the 2018 reporting year and will conduct another materiality assessment in 2019 to reflect our evolving business strategy and stakeholder expectations.

- **Building Healthier Communities**
- **Leading and Inspiring Growth**
- **Protecting Our Planet**



- 1 Access to quality health care
- 2 Pricing of drugs and services
- 3 Patient and customer safety
- 4 Prescription drug abuse
- 5 Product quality and ingredients
- 6 Chronic disease prevention and management
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- 8 Community investments
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Methodology and Findings

Step One - Identification:

Through external research, competitive benchmarking and a thorough review of internal documents, we identified 90 material topics of importance to stakeholders and which CVS Health® has an impact on through external research, competitive benchmarking and review of internal documents.

Step Two - Engagement:

We conducted a series of interviews with relevant and credible external stakeholder groups for feedback on existing material topics and CVS Health's CSR strategy. We also reviewed investor feedback to capture their point of view on the expected level of action and transparency related to specific topics.

Step Three - Issue Prioritization:

Using the information gathered in Steps One and Two, 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 narrow our initial list of 90 material topics down to the 23 topics that are pictured in the materiality matrix. The prioritized list reflects topics where CVS Health has significant impact, or which influence the decisions of stakeholders.

Step Four - Review and Finalization:

Following the prioritization and plotting of the material issues in a matrix, a working session with the CVS Health CSR team provided an opportunity to review, adjust and finalize the material topics. In this step, we also consolidated some of the terms and pillar areas to position topics in a way that makes sense for our business and stakeholders.



Material Topics Defined

Building Healthier Communities	Definition
Access to quality health care	Ensure patients and customers are able to access quality health care. Includes retail locations, coordination of care and customer service.
Pricing of drugs and services	Ensure patients and customers are able to afford health care.
Patient and customer safety	Protect the health and safety of patients and customers who may use or be exposed to products and services.
Prescription drug abuse	Combat prescription drug abuse in the interest of patient well-being. Includes policy initiatives and efforts to reclaim unused medications through drug take-back programs.
Product quality and ingredients	Manage product design and production to ensure products meet specifications and customer expectations. Design products that minimize environmental impacts throughout the life cycle and are safe for their intended and likely uses.
Chronic disease prevention and management	Help patients avoid chronic conditions by promoting healthy lifestyles, and support those diagnosed with chronic conditions to manage their conditions.
Tobacco use	Deliver the first tobacco-free generation.
Community investments	Engage with and support local communities through philanthropy, volunteerism, product donations and pro bono services. Support local communities through jobs and taxes paid.
Medication adherence	Reduce hospital readmissions by helping patients with chronic conditions take their medications as prescribed.
Public policy	Engage policymakers to find solutions that both support business interests and create desirable outcomes for stakeholders. Includes public health focus.



Material Topics Defined

Leading and Inspiring Growth	Definition
Ethics and compliance	Ensure compliance with applicable laws and regulations to prevent illegal behavior, including corruption and bribery.
Governance	Administer a system of rules, practices and processes by which they are directed and controlled. Includes sustainability management, executive compensation tied to sustainability and engaging colleagues around sustainability.
Diversity and inclusion	Foster a diverse and inclusive workplace, accepting of all employees 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.
Human rights	Manage human rights within operations and communities where the organization operates. Includes policies to protect human rights and mechanisms to track incidents of human rights violations.
Data protection and privacy	Protect patient and customer information by handling the sensitive personal information that individuals provide in the course of everyday transactions with care, concern and confidentiality.
Workforce development	Recruit and retain a skilled, talented and motivated workforce. Provide underserved populations with opportunities to pursue health care careers. Includes managing the development of employee skills, competencies and qualifications for both the company's and employees' benefit.
Risk management	Include process for evaluating risk factors and opportunities, particularly related to sustainability topics, in business decisions.

Material Topics Defined

Leading and Inspiring Growth	Definition
Public policy	Engage with policymakers to find solutions that both support business interests and create desirable outcomes for stakeholders. Includes disclosure of political contributions.
Wages and benefits	Provide an appropriate level of financial compensation and related benefits to employees, and fairness across roles, regions and organizational levels.
Employee health and safety	Protect employees from occupational injuries and illnesses through design of safe operations and work practices, training programs and safety management systems. Provide proactive wellness programs and initiatives aimed at helping colleagues on their path to better health.
Supply chain responsibility	Evaluate and manage supply chain logistics incorporating environmental and social considerations in order to mitigate risk and promote good performance and transparency throughout the supply chain. Includes responsible sourcing, supply chain sustainability and supplier diversity.

Material Topics Defined

Protecting Our Planet	Definition
Climate risks	Commit to addressing our climate-related impacts by reducing our greenhouse gas emissions and embedding sustainability across our organization.
Product quality and ingredients	Manage product design and production to ensure products meet specifications and customer expectations. Design products that minimize environmental impact throughout the life cycle and are safe for their intended and likely uses.
Sustainable operations	Reduce consumption of resources, waste and impact on the natural environment, while improving product/service value. Includes energy use and GHG emissions, water, waste and renewable energy.
Supply chain responsibility	Evaluate and manage supply chain logistics incorporating environmental and social considerations in order to mitigate risk and promote good performance and transparency throughout the supply chain. Includes responsible sourcing, supply chain sustainability and supplier diversity.
Packaging	Minimize products' direct impact on the environment by selling products that are packaged sustainably.

Material Topics Boundaries

Building Healthier Communities	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
Prescription drug abuse	Customer Health and Safety; Marketing and Labeling	416-1 417-1		X
Product quality and ingredients	Materials; Marketing and Labeling	301-2 417-1		X
Chronic disease prevention and management	Customer Health and Safety	416-1		X
Tobacco use	Product Quality and Ingredient	416-1 417-1		X
Community investments	Economic Performance; Indirect Economic Impacts	201-1 203-2		X
Medication adherence	Customer Health and Safety; Marketing and Labeling	416-1 417-1		X
Public policy	Public Policy	415-1	X	X



Material Topics Boundaries

Leading and Inspiring Growth	GRI Standard	Disclosure Number	Material Within the Organization	Material Outside the Organization
Ethics and compliance	Ethics and Integrity; Environmental Compliance; Socioeconomic Compliance	102-16 307-1	X	X
Governance	General Disclosure; Public Policy; Customer Privacy	102-18 415-1	X	X
Diversity and inclusion	Diversity and Equal Opportunity	405-1	X	
Human rights	Child Labor; Human Rights Assessment; Supplier Social Assessment	408-1 412-1 412-3	X	X
Data protection and privacy	Customer Privacy	418-1		X
Workforce development	Employment; Training and Education	401-1 404-2	X	
Risk management	General Disclosures	102-15 102-29	X	X

Material Topics Boundaries

Leading and Inspiring Growth	GRI Standard	Disclosure Number	Material Within the Organization	Material Outside the Organization
Public policy	Public policy	415-1	X	X
Wages and benefits	Employment; Training and Education	401-2 404-2	X	
Employee health and safety	Occupational Health and Safety	415-1	X	
Supply chain responsibility	Procurement Practices; Supplier Environmental Assessment; Child Labor, Human Rights Assessment; Child Labor; Supplier Social	204-1 308-1 408-1 412-3		X

Material Topics Boundaries

Protecting Our Planet	GRI Standard	Disclosure Number	Material Within the Organization	Material Outside the Organization
Climate risks	Economic Performance; Energy; Emissions	201-2 302-1 305-1 305-2 305-4	X	X
Product quality and ingredients	Materials; Marketing and Labeling	301-2 417-1		X
Sustainable operations	Energy; Water; Emissions; Effluents and Waste	302-1 303-1 305-1 305-2 305-4 305-5	X	X
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
Packaging	Materials; Marketing and Labeling	301-2 417-1		X

Workforce Diversity Data

Employment by Type and Gender

Total Employee Count 243,000 as of 12/31/2018 – This figure does not include Aetna® colleagues.

Employment + Type

	2018	2017	2016
Full-time	65%	65%	63%
Part-time	35%	35%	37%

Employment + Gender

	2018*	2017	2016
Female	69%	68%	68%
Male	31%	31%	31%
Unspecified	<1%	<1%	<1%

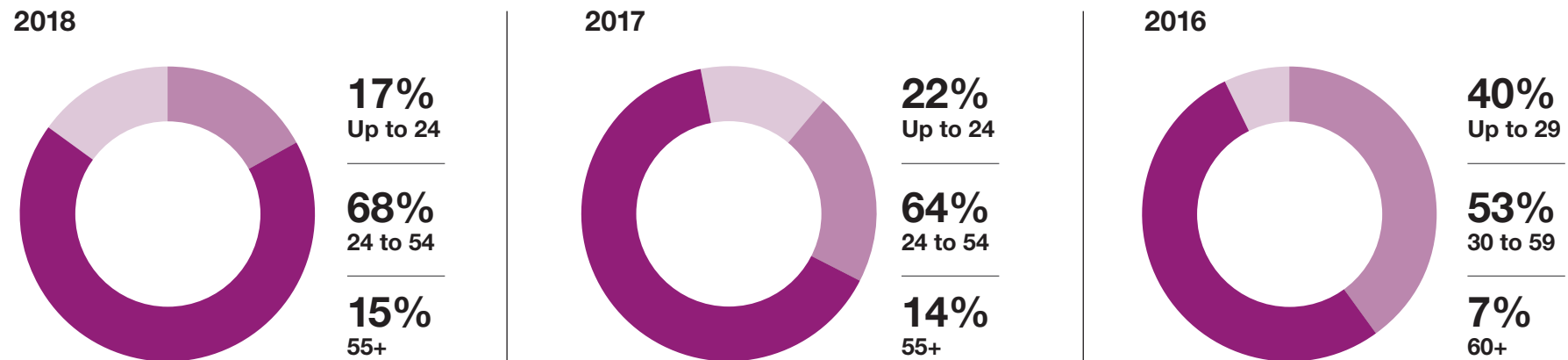
*Total does not add to 100 due to rounding.

Workforce Diversity Data

Employment by Age and Ethnicity

Total Employee Count 243,000 as of 12/31/2018 – This figure does not include Aetna colleagues.

Employment + Age



Employment + Ethnicity

	2018	2017*	2016*
White	53%	54%	55%
Black/African American	16%	16%	16%
Hispanic/Latino	14%	14%	13%
Asian	11%	11%	7%
Other	5%	5%	7%
Not Specified	1%	1%	1%

*Total does not add to 100 due to rounding.

Workforce Diversity Data

Gender by Employment Level

Board of Directors + Gender

Total Board members: 12 (Board members pre-Aetna close)

	2018	2017	2016
Female	33%	33%	27%
Male	67%	67%	73%

Vice President and Above + Gender

Total Employee Count, Vice President and above: 221 as of 12/31/2018

	2018	2017	2016
Female	34%	31%	28%
Male	66%	69%	72%

Manager Level and Above + Gender

Total Employee Count: 35,140 as of 12/31/2018

	2018*	2017*	2016*
Female	51%	49%	48%
Male	49%	51%	52%
Unspecified	<1%	<1%	<1%

*Total does not add to 100 due to rounding.

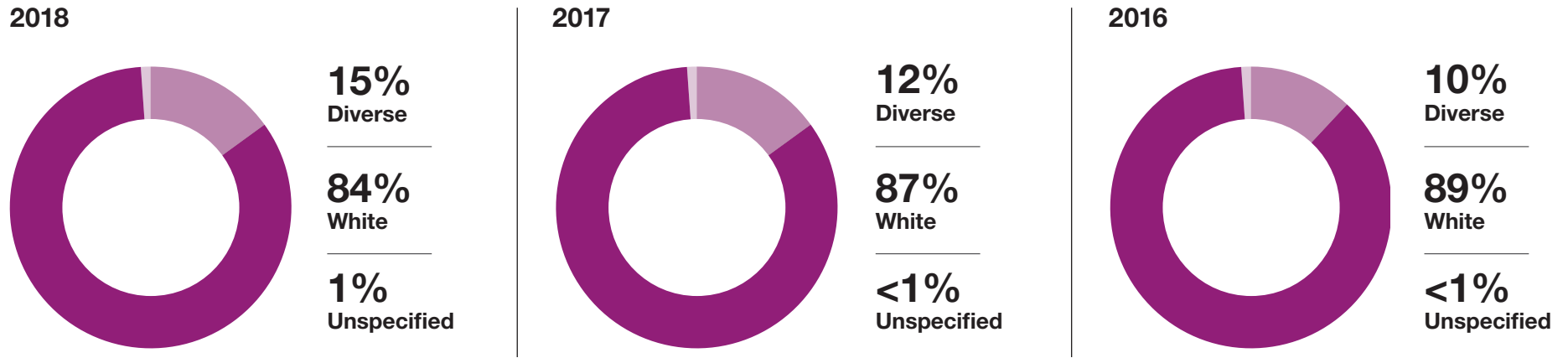


Workforce Diversity Data

Ethnicity by Employment Level

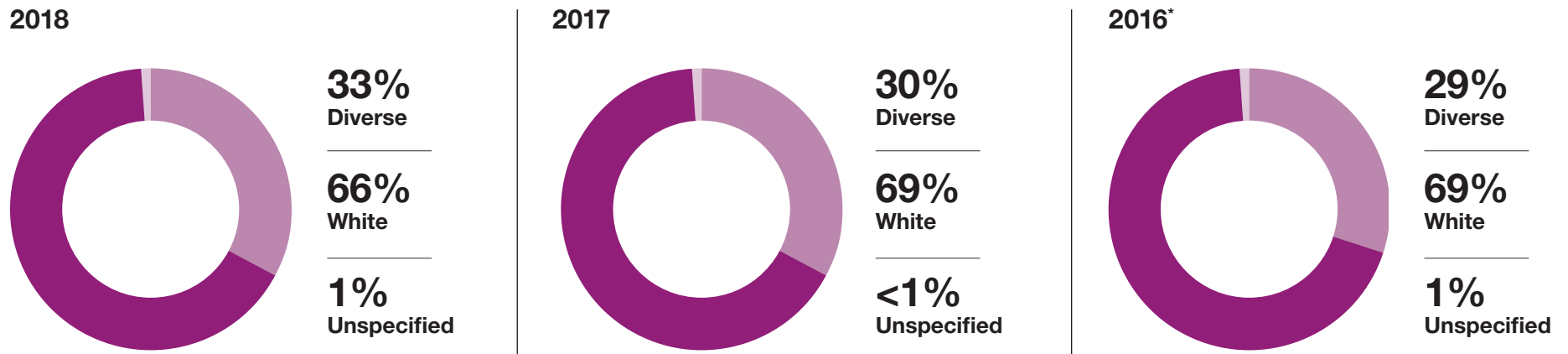
Vice President and Above + Ethnicity

Total Employee Count, Vice President and above: 221 as of 12/31/2018



Manager Level and Above + Ethnicity

Total Employee Count, manager level and above: 35,140 as of 2/31/2018

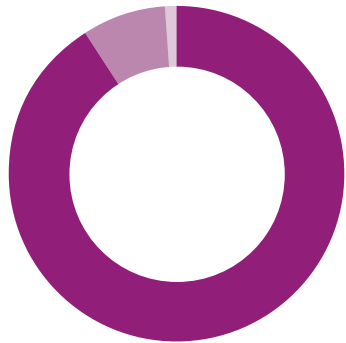


*Total does not add to 100 due to rounding.

Workforce Diversity Data

Gender and Ethnicity by Role

Nurses
+ Gender*



92%
Female

8%
Male

<1%
Unspecified

Pharmacists
+ Gender*

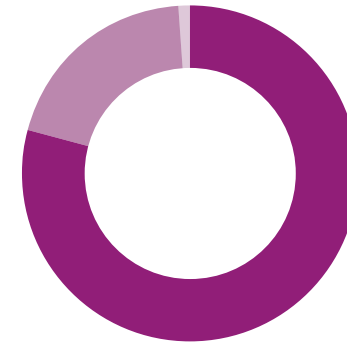


63%
Female

37%
Male

<1%
Unspecified

Pharmacy Technicians
+ Gender



80%
Female

19%
Male

<1%
Unspecified

Nurses
+ Ethnicity



32%
Diverse

67%
White

1%
Unspecified

Pharmacists
+ Ethnicity



40%
Diverse

59%
White

<1%
Unspecified

Pharmacy Technicians
+ Ethnicity



48%
Diverse

51%
White

1%
Unspecified

*Total does not add to 100 due to rounding.



Workforce Diversity Data

Gender and Ethnicity by Role

Front Store
+ Gender



64%
Female

35%
Male

<1%
Unspecified

Distribution Center
+ Gender*



44%
Female

56%
Male

<1%
Unspecified

Front Store
+ Ethnicity

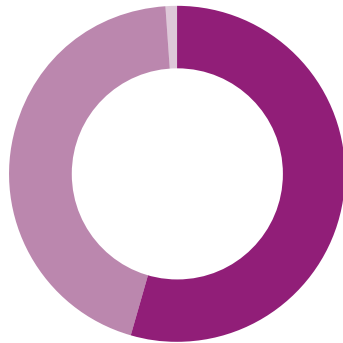


50%
Diverse

49%
White

1%
Unspecified

Distribution Center
+ Ethnicity*



45%
Diverse

55%
White

<1%
Unspecified

*Total does not add to 100 due to rounding.

Environmental Data

Total Energy Usage by Type 2016–2018

	Electricity (Million MWh)	Natural Gas (Million Therms)	Propane & Oil (Therms)	Fuel Consumption* (Million Gallons)
2016	2.85	11.4	394,000	11.3
2017	2.7	12.2	409,707	11.0
2018	2.6	14.2	630,996	11.3

Total Carbon Footprint and Carbon Intensity Measurement 2016–2018

	CO2 Equivalents (Metric Tonnes CO2e)	CO2 Equivalents (Intensity per SF of Retail Space in Metric Tonnes)	Square Feet (of Retail Space in Millions)	Cumulative Progress Toward Carbon Intensity Reduction Goal**
2016	1,574,000	0.0199	79.2	22%
2017	1,427,204	0.018	79.5	30%
2018	1,365,899	0.0170	80.4	33%

*2016 data includes the addition of Omnicare®. Data for 2017 includes all CVS Health distribution centers, stores and administrative locations, landlord-paid facilities, CVS Caremark®, Omnicare, Coram® and Navarro® locations. CVS Pharmacy® locations in Target® stores are not under the operational control of CVS Health and therefore are excluded from the organizational boundary and GHG inventory. Vehicle fuel consumption for 2018 includes: air fleet, private fleet, dedicated fleet, corporate fleet, personal car fleet, employee business travel car rentals (no employee business travel air - info is unavailable).

**Carbon Intensity Goal: Reduce carbon intensity by 15% by 2018, based on 2010 figures.



Environmental Data

GHG Emissions by Scope 2016–2018

A breakdown of Scope I, II and III 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 2016-2017 has been externally assured.

Data from 2018 will be reviewed for external assurance in the coming months by an independent third-party.

	2018		2017		2016	
	Tonnes of CO2e	%	Tonnes of CO2e	%	Tonnes of CO2e	%
Scope 1 Natural Gas, Other Fuels, Corporate Jet, Corporate Car Fleet, Private Delivery Fleet, Refrigerants	180,194	13%	206,086	14%	198,047	12%
Scope 2 Electricity, Steam, Chilled Water	1,096,752	80%	1,131,013	80%	1,285,716	82%
Scope 3 Dedicated Delivery Fleet, Employee Air Travel, Employee Personal Car Travel, Rental Cars	88,953	7%	90,105	6%	90,590	6%



Environmental Data

GHG Emissions (Tonnes of CO2e) 2016–2018

Scope 1	2018	2017	2016
Total	180,194	206,086	198,047
Natural Gas	75,319	64,670	60,864
Other Fuels	4,049	2,656	2,575
Corporate Fleet	5,491	6,771	5,817
Private Delivery Fleet	33,254	32,161	36,119
Refrigerants	57,213	95,308	86,929
Air Fleet	4,869	4,520	5,745
Scope 2	2018	2017	2016
Total	1,096,752	1,131,013	1,285,716
Electricity, Steam, and Chilled Water	1,096,752	1,131,013	1,285,716
Scope 3	2018	2017	2016
Total	88,953	90,105	90,590
Dedicated Delivery Fleet	53,932	53,469	50,310
Business Travel	19,889	23,129	27,394
Rental Cars	2,718	2,408	2,427
Personal Car	12,413	11,099	10,460

Environmental Data

GHG Emissions Scope Breakdown 2016–2018

Scope 1	2018	2017	2016
Total	13%	14%	12%
Natural Gas	6%	5%	4%
Other Fuels	0%	0%	0%
Corporate Fleet	0%	1%	0%
Private Delivery Fleet	2%	2%	2%
Refrigerants	4%	7%	6%
Air Fleet	0%	0%	0%
Scope 2	2018	2017	2016
Total	80%	79%	82%
Electricity, Steam, and Chilled Water	80%	79%	82%
Scope 3	2018	2017	2016
Total	7%	6%	6%
Dedicated Delivery Fleet	4%	4%	3%
Business Travel	1%	2%	2%
Rental Cars	0%	0%	0%
Personal Car	1%	1%	1%

Environmental Data

Hazardous Waste Disposal Methods 2016–2018

Hazardous waste and disposal methods are reported in the table below. We identified waste and e-waste as a material issue, given the size of our operations. We do not have accurate data that measures total solid waste by type and disposal across our entire company, due to the varying municipal waste regulations in the communities where we operate, as well as varying contracts we hold with third-party waste haulers.

Disposal Methods	Waste in Tonnes 2018	% of Total 2018	Waste in Tonnes 2017	% of Total 2017	Waste in Tonnes 2016	% of Total 2016
Waste to Energy	2,274	44.94%	2,022	42.7%	1,890	55.02%
Recycle/Metals Recovery	425	8.39%	491	10.37%	507	14.75%
Fuels Blending	486	9.6%	509	10.74%	525	15.27%
Incineration	1,515	29.93%	1,564	33.02%	429	12.49%
Neutralization/Waste Water Treatment	95	1.88%	143	3.03%	85	2.47%
Stabilization/Landfill	0	0%	1	0.03%	0	0%
Autoclave*	266	5.26%	5	0.11%	N/A	N/A
Total Waste Shipped	5,060	100%	4,736	100%	3,436	100%

*The increase in the amount collected in 2018 from previous years is due to expanded data collection capabilities.



Environmental Data

Recycling Figures 2018

- 247,318 tons were recycled through all programs at retail stores, corporate offices and distribution centers (including Coram, Caremark and Omnicare)
- 16.65 tons of plastic bags were diverted from landfills to our plastic bag recycling program (G2)
- Other recycling figures:
 - 34.48 tons of mixed paper (G2)
 - 4.88 tons of PET and plastic bottles (G2)
 - 1.40 tons of aluminum cans and materials (G2)
 - 1.08 tons of glass (G2)
 - 1.00 ton of HDPE (G2)
 - 0.97 tons of white paper (G2)
 - 0.10 tons of Styrofoam cups (G2)
 - 0.10 tons of plastic film (G2)
 - 0.12 tons of bimetal cans (G2)
 - 187,942 boxes (Stericycle & G2)
 - 41.16 tons of metals (Stericycle)
 - 1,097,800 kWh from waste to energy (Stericycle)
 - 1,996 tons CO2 eliminated from waste to energy (Stericycle)



Environmental Data

Water Use Intensity Measurement 2016–2018

	Total Water Usage (ML)	SF of Retail Space (Millions)	Normalized Water Usage (Per SF of Retail Space in ML)
2016	5,711	79.2	0.000072
2017	5,554	79.5	0.00070
2018	5,791	80.4	0.000072

In 2018, our water usage per square foot of retail space increased by 3 percent, and our total water use increased by four percent from 2017 due to an increase in our store footprint and more extensive data collection which enhanced our ability to capture our water footprint. Through water efficiency measures, total water use per square foot has decreased 31 percent from the 2010 baseline.

2018 Zero Tolerance Summary

Zero Tolerance Issues/ Low Scoring Factories	Number of Factories Found to Have a Zero Tolerance Issue	Action Taken	Follow-up/Remediation Process
Child labor	—	N/A	N/A
Attempted bribery (factory management bribing the auditor to receive a passing score on the audit)	2	Orders were canceled. The identified facility was placed on probation.	Production orders were moved to an approved facility.
Life threatening conditions—locked/blocked exits	25	In one facility orders were canceled and moved to an approved factory. The identified facility was placed on probation.	For 24 of the locked/blocked exit findings, the factories corrected the issue immediately and sent proof that they corrected the findings. An unannounced verification audit was conducted within 30 days to ensure that the corrective actions were being implemented.
Forced/person labor, human trafficking	—	N/A	N/A
Abuse and harassment	—	N/A	N/A
Falsified documents	—	N/A	N/A
Confirmed falsified audit report and/or business license	—	N/A	N/A
Intentional nondisclosure of finished goods subcontracting	—	N/A	N/A

2018 GRI Index

General Disclosures

Organizational Profile

Disclosure No.	Disclosure Title	2018 CVS Health Response
102-1	Name of the organization	CVS Health
102-2	Activities, brands, products and services	Corporate Profile, p. 5, 2018 CSR Report
102-3	Location of headquarters	Corporate Profile, p. 5, 2018 CSR Report
102-4	Location of operations	Corporate Profile, p. 5, 2018 CSR Report
102-5	Ownership and legal form	Corporate Profile, p. 5, 2018 CSR Report
102-6	Markets served	Corporate Profile, p. 5, 2018 CSR Report
102-7	Scale of the organization	Corporate Profile, p. 5, 2018 CSR Report Quantity of products or services provided: In 2018, CVS Health's Retail/LTC Segment filled approximately 1.3 billion prescriptions and held 25.2% of the U.S. retail pharmacy market.
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 more than 9,900 retail locations located primarily in the U.S. CVS Health Workforce Diversity Data, p. 13, 2018 CSR Report Appendix
102-9	Supply chain	Corporate Profile, p. 5, 2018 CSR Report

2018 GRI Index

General Disclosures

Organizational Profile

Disclosure No.	Disclosure Title	2018 CVS Health Response
102-10	Significant changes to the organization and its supply chain	Corporate Profile, p. 5, 2018 CSR Report
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 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. 13, 2018 CSR Report; CSR Strategy, p. 9, 2018 CSR Report
102-13	Membership of association	Helping Reshape Public Policy, p. 58, 2018 CSR Report; Trade Association and Coalition Participation Report

Strategy

Disclosure No.	Disclosure Title	2018 CVS Health Response
102-14	Statement from senior decision-maker	Letter from Larry Merlo, p. 3, 2018 CSR Report; Letter from Eileen Howard Boone, p. 4, 2018 CSR Report
102-15	Key impacts, risks and opportunities	2018 CVS Health Form 10-K

2018 GRI Index

General Disclosures

Ethics and Integrity

Disclosure No.	Disclosure Title	2018 CVS Health Response
102-16	Values, principles, standards and norms of behavior	Corporate Profile, p. 5, 2018 CSR Report; Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report
102-17	Mechanisms for advice and concerns about ethics	p. 58, CVS Health Code of Conduct ; CVS Health Ethics Line 1-877-CVS-2040

Governance

Disclosure No.	Disclosure Title	2018 CVS Health Response
102-18	Governance structure	CVS Health Corporate Governance Guidelines
102-19	Delegating authority	CSR Governance, p. 11, 2018 CSR Report
102-20	Executive-level responsibility for economic, environmental and social topics	CSR Governance, p. 11, 2018 CSR Report
102-21	Consulting stakeholders on economic, environmental and social topics	Stockholder outreach, 2018 Proxy Statement ; Stakeholder Engagement, p. 13, 2018 CSR Report
102-22	Composition of the highest governance body and its committees	Committees of the Board, 2018 Proxy Statement
102-23	Chair of the highest governance body	Board Structures and Processes, 2018 Proxy Statement
102-24	Nominating and selecting the highest governance body	CVS Health Corporate Governance Guidelines
102-25	Conflicts of interest	Related Person Transaction Policy, 2018 Proxy Statement

2018 GRI Index

General Disclosures

Governance

Disclosure No.	Disclosure Title	2018 CVS Health Response
102-26	Role of highest governance body in setting purpose, values and strategy	CSR Governance, p. 11, 2018 CSR Report
102-27	Collective knowledge of highest governance body	Committees of the Board, 2018 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. 11, 2018 CSR Report
102-30	Effectiveness of risk management processes	CSR Governance, p. 11, 2018 CSR Report
102-31	Review of economic, environmental and social topics	CSR Governance, p. 11, 2018 CSR Report
102-32	Highest governance body's role in sustainability reporting	CSR Governance, p. 11, 2018 CSR Report
102-33	Communicating critical concerns	CSR Governance, p. 11, 2018 CSR Report
102-34	Nature and total number of critical concerns	CSR Governance, p. 11, 2018 CSR Report
102-35	Remuneration policies	CSR Governance, p. 11, 2018 CSR Report
102-36	Process for determining remuneration	Compensation Discussion and Analysis, 2018 Proxy Statement
102-37	Stakeholders' involvement in remuneration	Compensation Discussion and Analysis, 2018 Proxy Statement



2018 GRI Index

General Disclosures

Governance

Disclosure No.	Disclosure Title	2018 CVS Health Response
102-38	Annual total compensation ratio	Compensation Discussion and Analysis, 2018 Proxy Statement

Stakeholder Engagement

Disclosure No.	Disclosure Title	2018 CVS Health Response
102-40	List of stakeholder groups	Stakeholder Engagement, p. 13, 2018 CSR Report
102-41	Collective bargaining agreements	As of December 31, 2018, approximately six percent of employees were covered by collective bargaining agreements.
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, p. 13, 2018 CSR Report
102-43	Approach to stakeholder engagement	Stakeholder Engagement, p. 13, 2018 CSR Report
102-44	Key topics and concerns raised	Stakeholder Engagement, p. 13, 2018 CSR Report

Reporting Practice

Disclosure No.	Disclosure Title	2018 CVS Health Response
102-45	Entities included in the consolidated financial statements	2018 CVS Health Form 10-K
102-46	Defining report content and topic boundaries	p. 5-12, 2018 CSR Report Appendix

2018 GRI Index

General Disclosures

Reporting Practice

Disclosure No.	Disclosure Title	2018 CVS Health Response
102-47	List of material topics	p. 3, 2018 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. 74, 2018 CSR Report
102-50	Reporting period	January 1 – December 31, 2018
102-51	Date of most recent report	April 2018
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Please submit questions or feedback regarding this report and our CSR strategy to CSR@CVSHealth.com , or: CVS Health Corporation Attn: SVP, Corporate Social Responsibility & Philanthropy 1 CVS Drive, Woonsocket, RI 02895 401-765-1500
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 to verify our carbon footprint data.

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Topic-Specific Standards

201: Economic Performance

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	p. 5-12, 2018 CSR Report Appendix ; Corporate Profile, p. 5, 2018 CSR Report
103-2	The management approach and its components	p. 5-12, 2018 CSR Report Appendix ; Corporate Profile, p. 5, 2018 CSR Report
103-3	Evaluation of the management approach	Corporate Profile, p. 5, 2018 CSR Report
201-1	Direct economic value generated and distributed	Corporate Profile, p. 5, 2018 CSR Report
201-2	Financial implications and other risks and opportunities due to climate change	Protecting Our Planet, p. 62, 2018 CSR Report; 2018 CDP Climate Change Response

203: Indirect Economic Impacts

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Corporate Profile, p. 5, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report
103-2	The management approach and its components	Corporate Profile, p. 5, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report
103-3	Evaluation of the management approach	Corporate Profile, p. 5, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report
203-2	Significant indirect economic impacts	Generating Economic Impact with Diverse and Women-Owned Suppliers, p. 59, 2018 CSR Report

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Topic-Specific Standards

204: Procurement Practices

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Responsibly Managing Our Supply Chain, p. 59–60, 2018 CSR Report
103-2	The management approach and its components	Responsibly Managing Our Supply Chain, p. 59–60, 2018 CSR Report
103-3	Evaluation of the management approach	Responsibly Managing Our Supply Chain, p. 59–60, 2018 CSR Report
204-1	Proportion of spending on local suppliers	Responsibly Managing Our Supply Chain, p. 59–60, 2018 CSR Report

205: Anti-Corruption

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report; CVS Health Code of Conduct
103-2	The management approach and its components	Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report; CVS Health Code of Conduct
103-3	Evaluation of the management approach	Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report; CVS Health Code of Conduct
205-2	Communication and training about anti-corruption policies and procedures	Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report; CVS Health Code of Conduct

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Topic-Specific Standards

301: Materials

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Paper Solutions, p. 71, 2018 CSR Report; CSR Strategy, p. 9, 2018 CSR Report
103-2	The management approach and its components	Sustainable Paper Solutions, p. 71, 2018 CSR Report; CSR Strategy, p. 9, 2018 CSR Report
103-3	Evaluation of the management approach	Sustainable Paper Solutions, p. 71, 2018 CSR Report; CSR Strategy, p. 9, 2018 CSR Report
301-2	Recycled input materials used	Sustainable Paper Solutions, p. 71, 2018 CSR Report; CSR Strategy, p. 9, 2018 CSR Report

302: Energy

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Operations, p. 65, 2018 CSR Report; Electricity, p. 68, 2018 CSR Report
103-2	The management approach and its components	Sustainable Operations, p. 65, 2018 CSR Report; Electricity, p. 68, 2018 CSR Report
103-3	Evaluation of the management approach	Sustainable Operations, p. 65, 2018 CSR Report; Electricity, p. 68, 2018 CSR Report
302-1	Energy consumption within the organization	p. 19, 2018 CSR Report Appendix

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Topic-Specific Standards

303: Water

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Operations, p. 65, 2018 CSR Report; Reducing Water Consumption, p. 69, 2018 CSR Report
103-2	The management approach and its components	Sustainable Operations, p. 65, 2018 CSR Report; Reducing Water Consumption, p. 69, 2018 CSR Report
103-3	Evaluation of the management approach	Sustainable Operations, p. 65, 2018 CSR Report; Reducing Water Consumption, p. 69, 2018 CSR Report
303-1	Water withdrawals by source	p. 25, 2018 CSR Report Appendix

305: Emissions

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Operations, p. 65, 2018 CSR Report; Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report
103-2	The management approach and its components	Sustainable Operations, p. 65, 2018 CSR Report; Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report
103-3	Evaluation of the management approach	Sustainable Operations, p. 65, 2018 CSR Report; Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report
305-1	Direct (Scope 1) GHG emissions	p. 20–22, 2018 CSR Report Appendix
305-2	Indirect (Scope 2) GHG emissions	p. 20–22, 2018 CSR Report Appendix
305-3	Other indirect (Scope 3) GHG emissions	p. 20–22, 2018 CSR Report Appendix

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Topic-Specific Standards

305: Emissions

Disclosure No.	Disclosure Title	2018 CVS Health Response
305-4	GHG emissions intensity	p. 19, 2018 CSR Report Appendix
305-5	Reduction of GHG emissions	Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report

306: Effluents and Waste

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Minimizing Waste and Increasing Recycling, p. 69–71, 2018 CSR Report
103-2	The management approach and its components	Minimizing Waste and Increasing Recycling, p. 69–71, 2018 CSR Report
103-3	Evaluation of the management approach	Minimizing Waste and Increasing Recycling, p. 69–71, 2018 CSR Report
306-2	Waste by type and disposal method	p. 23, 2018 CSR Report Appendix

401: Employment

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Improving Colleague Health, p. 32–33, 2018 CSR Report
103-2	The management approach and its components	Improving Colleague Health, p. 32–33, 2018 CSR Report

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Topic-Specific Standards

401: Employment

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-3	Evaluation of the management approach	Improving Colleague Health, p. 32–33, 2018 CSR Report
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Improving Colleague Health, p. 32–33, 2018 CSR Report; Ensuring a Best-in-Class Workplace, p. 47, 2018 CSR Report

403: Occupational Health and Safety

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Prioritizing Colleague Safety, p. 54–55, 2018 CSR Report
103-2	The management approach and its components	Prioritizing Colleague Safety, p. 54–55, 2018 CSR Report
103-3	Evaluation of the management approach	Prioritizing Colleague Safety, p. 54–55, 2018 CSR Report
403-2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities	Prioritizing Colleague Safety, p. 54–55, 2018 CSR Report

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Topic-Specific Standards

404: Training and Education

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Investing in Job Training, p. 45, 2018 CSR Report
103-2	The management approach and its components	Investing in Job Training, p. 45, 2018 CSR Report
103-3	Evaluation of the management approach	Investing in Job Training, p. 45, 2018 CSR Report
404-2	Programs for upgrading employee skills and transition assistance programs	Investing in Job Training, p. 45, 2018 CSR Report

405: Diversity and Equal Opportunity

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Ensuring a Best-in-Class Workplace, p. 47, 2018 CSR Report
103-2	The management approach and its components	Ensuring a Best-in-Class Workplace, p. 47, 2018 CSR Report
103-3	Evaluation of the management approach	Ensuring a Best-in-Class Workplace, p. 47, 2018 CSR Report
405-1	Diversity of governance bodies and employees	Director Qualification Criteria; Diversity, 2018 Proxy Statement ; p. 13–18, 2018 CSR Report Appendix ; Championing Diversity, p. 48–50, 2018 CSR Report

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Topic-Specific Standards

408: Child Labor

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report
103-2	The management approach and its components	Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report
103-3	Evaluation of the management approach	Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report
408-1	Operations and suppliers at significant risk for incidents of child labor	2018 Zero Tolerance Summary , p. 26, 2018 CSR Report Appendix; Human Rights Policy ; Vendor Ethics Policy

412: Human Rights Assessment

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report
103-2	The management approach and its components	Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 CSR Report
103-3	Evaluation of the management approach	Supporting Human Rights, p. 60, 2018 CSR Report; CSR Governance, p. 11, 2018 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 ; Supporting Human Rights, p. 60, 2018 CSR Report

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Topic-Specific Standards

414: Supplier Social Assessment

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix; Human Rights Policy; Vendor Ethics Policy
103-2	The management approach and its components	2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix; Human Rights Policy; Vendor Ethics Policy
103-3	Evaluation of the management approach	2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix; Human Rights Policy; Vendor Ethics Policy
414-2	Negative social impacts in the supply chain and actions taken	2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix; Human Rights Policy; Vendor Ethics Policy

415: Public Policy

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report; Helping Reshape Public Policy, p. 58, 2018 CSR Report
103-2	The management approach and its components	Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report; Helping Reshape Public Policy, p. 58, 2018 CSR Report
103-3	Evaluation of the management approach	Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report; Helping Reshape Public Policy, p. 58, 2018 CSR Report
415-1	Political contributions	Political Activities and Contributions Report

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Topic-Specific Standards

416: Customer Health and Safety

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Maintaining Focus on Safety and Quality, p. 29–30, 2018 CSR Report
103-2	The management approach and its components	Maintaining Focus on Safety and Quality, p. 29–30, 2018 CSR Report
103-3	Evaluation of the management approach	Maintaining Focus on Safety and Quality, p. 29–30, 2018 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>Maintaining Focus on Safety and Quality, p. 29–30, 2018 CSR Report; Improving Medication Adherence, p. 28, 2018 CSR Report, Ensuring Quality and Safety in the Pharmacy, Cosmetic Safety Policy, CVS Store Brand Restricted Substances 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>

417: Marketing and Labeling

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Creating New Standards for Beauty Imagery, p. 32, 2018 CSR Report; Ensuring Quality and Safety in the Pharmacy, p. 29–30, 2018 CSR Report
103-2	The management approach and its components	Creating New Standards for Beauty Imagery, p. 32, 2018 CSR Report; Ensuring Quality and Safety in the Pharmacy, p. 29–30, 2018 CSR Report

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Topic-Specific Standards

417: Marketing and Labeling

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-3	Evaluation of the management approach	Creating New Standards for Beauty Imagery, p. 32, 2018 CSR Report; Ensuring Quality and Safety in the Pharmacy, p. 29–30, 2018 CSR Report
417-1	Requirements for product and service information and labeling	Creating New Standards for Beauty Imagery, p. 32, 2018 CSR Report; Ensuring Quality and Safety in the Pharmacy, p. 29–30, 2018 CSR Report To help ensure patient safety, 100 percent of our prescription labels meet both regulatory requirements and our internal standards.

418: Customer Privacy

Disclosure No.	Disclosure Title	2018 CVS Health Response
103-1	Explanation of the material topic and its boundary	Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report; Safeguarding Information and Protecting Privacy, p. 58, 2018 CSR Report
103-2	The management approach and its components	Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report; Safeguarding Information and Protecting Privacy, p. 58, 2018 CSR Report
103-3	Evaluation of the management approach	Continuing our Best-in-Class Governance, p. 57, 2018 CSR Report; Safeguarding Information and Protecting Privacy, p. 58, 2018 CSR Report
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Safeguarding Information and Protecting Privacy, p. 58, 2018 CSR Report We publicly report breaches to the U.S. Department of Health and Human Services (HHS) Office of Civil Rights. See Breach Portal.

2018 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 relating to the principles in the tables below.

“CVS Health became a proud signatory of the United Nations Global Compact in 2018 and remains steadfastly committed to aligning our business operations and strategies with the UNGC’s 10 principles.”

- Larry J. Merlo, President and Chief Executive Officer

Human Rights

UNGC Principle	Report Section or Other Documentation
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report Code of Conduct
Principle 2: make sure that they are not complicit in human rights abuses.	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report Code of Conduct

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;	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report Code of Conduct GRI Index 102-41
Principle 4: the elimination of all forms of forced and compulsory labor;	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report Code of Conduct

2018 UN Global Compact Index

Labor

UNGC Principle	Report Section or Other Documentation
Principle 5: the effective abolition of child labor; and	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report Code of Conduct
Principle 6: the elimination of discrimination in respect of employment and occupation.	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report Code of Conduct Championing Diversity, p. 48–50, 2018 CSR Report

Environment

UNGC Principle	Report Section or Other Documentation
Principle 7: Businesses should support a precautionary approach to environmental challenges;	Protecting Our Planet, p. 62, 2018 CSR Report Sustainable Operations, p. 65, 2018 CSR Report Climate Change Policy and Environmental Commitment Statements
Principle 8: undertake initiatives to promote greater environmental responsibility; and	Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report Sustainable Paper Solutions, p. 71, 2018 CSR Report Responsibly Sourcing Palm Oil, p. 73, 2018 CSR Report Sustainable Products and Packaging, p. 72, 2018 CSR Report Climate Change Policy and Environmental Commitment Statements
Principle 9: encourage the development and diffusion of environmentally friendly technologies.	Reducing Greenhouse Gas Emissions, p. 67–69, 2018 CSR Report Sustainable Paper Solutions, p. 71, 2018 CSR Report Responsibly Sourcing Palm Oil, p. 73, 2018 CSR Report Sustainable Products and Packaging, p. 72, 2018 CSR Report

2018 UN Global Compact Index

Anti-corruption

UNGC Principle	Report Section or Other Documentation
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report Code of Conduct

UN Guiding Principles Reporting Framework Index

The following table indicates where readers can find information that addresses the UN Global Compact 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?	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Code of Conduct
A1.2	Whose human rights does the public commitment address?	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Code of Conduct
A1.3	How is the public commitment disseminated?	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Code of Conduct

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?	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Code of Conduct Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report

UN Guiding Principles Reporting Framework Index

PART A: GOVERNANCE OF RESPECT FOR HUMAN RIGHTS

Embedding Respect for Human Rights

Framework		Report Section or Other Documentation
A2.2	What kinds of human rights issues are discussed by senior management and by the Board, and why?	CSR Governance, p. 11, 2018 CSR Report Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy
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?	Human Rights Policy Code of Conduct Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report
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?	Supporting Human Rights, p. 60, 2018 CSR Report 2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix

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	Human Rights Policy

UN Guiding Principles Reporting Framework Index

PART B: DEFINING THE FOCUS OF REPORTING

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.
	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy

PART B: DEFINING THE FOCUS OF REPORTING

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.
	Supporting Human Rights, p. 60, 2018 CSR Report

PART B: DEFINING THE FOCUS OF REPORTING

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.
	Supporting Human Rights, p. 60, 2018 CSR Report 2018 Zero Tolerance Summary, p. 26, 2018 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? Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Code of Conduct Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

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? Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Code of Conduct Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report
C2.2	During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why? Stakeholder Engagement, p. 13, 2018 CSR Report Supporting Human Rights, p. 60, 2018 CSR Report 2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix
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. 13, 2018 CSR Report Supporting Human Rights, p. 60, 2018 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? Supporting Human Rights, p. 60, 2018 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? Supporting Human Rights, p. 60, 2018 CSR Report

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

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? Supporting Human Rights, p. 60, 2018 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? Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Code of Conduct Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report 2018 Zero Tolerance Summary , p. 26, 2018 CSR Report Appendix

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PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Integrating Findings and Taking Action

Framework		Report Section or Other Documentation
C4.3	During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	Supporting Human Rights, p. 60, 2018 CSR Report Promoting a Strong Culture of Compliance, p. 58–59, 2018 CSR Report 2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix

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?	Supporting Human Rights, p. 60, 2018 CSR Report 2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

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?	Human Rights Policy Code of Conduct CVS Health Ethics Line 1-877-CVS-2040

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PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Remediation

Framework		Report Section or Other Documentation
C6.2	How does the company know if people feel able and empowered to raise complaints or concerns?	Supporting Human Rights, p. 60, 2018 CSR Report Human Rights Policy Code of Conduct CVS Health Ethics Line 1-877-CVS-2040
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?	Supporting Human Rights, p. 60, 2018 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?	2018 Zero Tolerance Summary, p. 26, 2018 CSR Report Appendix

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