

2018 GRI Index

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
<p>Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and</p>	<p>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</p>
<p>Principle 2: make sure that they are not complicit in human rights abuses.</p>	<p>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</p>

Labor

UNGC Principle	Report Section or Other Documentation
<p>Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;</p>	<p>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</p>
<p>Principle 4: the elimination of all forms of forced and compulsory labor;</p>	<p>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</p>



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

UN Guiding Principles Reporting Framework Index

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

UN Guiding Principles Reporting Framework Index

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