

2019 UN Global Compact Index

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

“CVS Health is proud to be a signatory of the United Nations Global Compact, continuing our steadfast commitment 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>Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct</p>
<p>Principle 2: make sure that they are not complicit in human rights abuses.</p>	<p>Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy</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>Safeguarding Human Rights, p. 64, 2019 CSR Report GRI Index 102-41 Human Rights Policy Code of Conduct</p>
<p>Principle 4: the elimination of all forms of forced and compulsory labor;</p>	<p>Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct</p>
<p>Principle 5: the effective abolition of child labor; and</p>	<p>Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct</p>

2019 UN Global Compact Index

Labor

UNGC Principle	Report Section or Other Documentation
<p>Principle 6: the elimination of discrimination in respect of employment and occupation.</p>	<p>Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Championing Strategic Diversity Management, p. 54, 2019 CSR Report Code of Conduct</p>

Environment

UNGC Principle	Report Section or Other Documentation
<p>Principle 7: Businesses should support a precautionary approach to environmental challenges;</p>	<p>Healthy Planet, p. 92, 2019 CSR Report Climate Change Policy and Environmental Commitment Statements</p>
<p>Principle 8: undertake initiatives to promote greater environmental responsibility; and</p>	<p>Sustainable Operations, p. 100, 2019 CSR Report Addressing Deforestation, p. 110, 2019 CSR Report Sourcing Palm Oil Responsibly, p. 110, 2019 CSR Report Promoting Sustainable Packaging, p. 110, 2019 CSR Report Climate Change Policy and Environmental Commitment Statements Responsible Palm Oil Sourcing Policy</p>
<p>Principle 9: encourage the development and diffusion of environmentally friendly technologies.</p>	<p>Addressing Deforestation, p. 110, 2019 CSR Report Promoting Sustainable Packaging, p. 110, 2019 CSR Report Sourcing Palm Oil Responsibly, p. 110, 2019 CSR Report</p>

Anti-corruption

UNGC Principle	Report Section or Other Documentation
<p>Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Code of Conduct</p>

2019 UN Guiding Principles Reporting Framework Index

We have included information and disclosures in this report aligned with the United Nations Guiding Principles reporting framework. This reflects our support of the UN Guiding Principles on Business and Human Rights and our commitment to transparency and accountability regarding our

human rights-related activities and policies. The following table indicates where readers can find information that addresses the framework requirements, either in this report or other external documents.

PART A: GOVERNANCE OF RESPECT FOR HUMAN RIGHTS

Policy Commitment

Framework	Report Section or Other Documentation	
A1	What does the company say publicly about its commitment to respect human rights?	
A1.1	How has the public commitment been developed?	Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct
A1.2	Whose human rights does the public commitment address?	Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct
A1.3	How is the public commitment disseminated?	Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct

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	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?	Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Human Rights Policy Code of Conduct
A2.2	What kinds of human rights issues are discussed by senior management and by the Board, and why?	CSR Governance, p. 14, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report Human Rights Policy Code of Conduct
A2.3	How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	Human Rights Policy Code of Conduct
A2.4	How does the company make clear in its business relationships the importance it places on respect for human rights?	Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Human Rights Policy Code of Conduct
A2.5	What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	Safeguarding Human Rights, p. 64, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix Human Rights Policy Code of Conduct

UN Guiding Principles Reporting Framework Index

PART B: DEFINING THE FOCUS OF REPORTING

Statement of Salient Issues

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

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.	Safeguarding Human Rights, p. 64, 2019 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.	Safeguarding Human Rights, p. 64, 2019 CSR Report

UN Guiding Principles Reporting Framework Index

PART B: DEFINING THE FOCUS OF REPORTING

Additional Severe Impacts

Framework	Report Section or Other Documentation
<p>B4</p> <p>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.</p>	<p>Safeguarding Human Rights, p. 64, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix</p>

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Specific Policies

Framework	Report Section or Other Documentation
<p>C1</p> <p>Does the company have any specific policies that address its salient human rights issues and, if so, what are they?</p>	
<p>C1.1</p> <p>How does the company make clear the relevance and significance of such policies to those who need to implement them?</p>	<p>Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Human Rights Policy Code of Conduct</p>

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Stakeholder Engagement

Framework	Report Section or Other Documentation
<p>C2</p> <p>What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?</p>	

UN Guiding Principles Reporting Framework Index

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Stakeholder Engagement

Framework		Report Section or Other Documentation
C2.1	How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	Stakeholder Engagement, p. 18, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report Human Rights Policy Code of Conduct
C2.2	During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	Stakeholder Engagement, p. 18, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 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. 18, 2019 CSR Report Safeguarding Human Rights, p. 64, 2019 CSR Report

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?	Safeguarding Human Rights, p. 64, 2019 CSR Report

UN Guiding Principles Reporting Framework Index

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Assessing Impacts

Framework		Report Section or Other Documentation
C3.2	During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	Safeguarding Human Rights, p. 64, 2019 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?	Safeguarding Human Rights, p. 64, 2019 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?	Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix Human Rights Policy Code of Conduct
C4.3	During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	Safeguarding Human Rights, p. 64, 2019 CSR Report Promoting a Strong Culture of Compliance, p. 63, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix Human Rights Policy Code of Conduct

UN Guiding Principles Reporting Framework Index

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? Safeguarding Human Rights, p. 64, 2019 CSR Report 2019 Zero Tolerance Summary, p. 32, 2019 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? CVS Health Ethics Line 1-877-CVS-2040 Human Rights Policy
C6.2	How does the company know if people feel able and empowered to raise complaints or concerns? Safeguarding Human Rights p. 64, 2019 CSR Report CVS Health Ethics Line 1-877-CVS-2040 Human Rights Policy Code of Conduct

UN Guiding Principles Reporting Framework Index

PART C: MANAGEMENT OF SALIENT HUMAN RIGHTS ISSUES

Remediation

Framework		Report Section or Other Documentation
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?	Safeguarding Human Rights, p. 64, 2019 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?	2019 Zero Tolerance Summary, p. 32, 2019 CSR Report Appendix

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