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Corporate profile

Our Locations

9K+

retail locations

~950

HealthHUB® locations

~4.5M

consumers visit CVS Health® locations daily

~1.2K

MinuteClinic® locations

~110M

pharmacy benefit manager (PBM) plan members

85%

of Americans live within 10 miles of a CVS® location

Financial Results

\$16.7B

in employee wages earned

\$292.1B

in total revenues

\$5.1B

in income, property and employer taxes in the U.S.

\$2.7B

in employee benefits earned

\$5.1B

to providers of capital

\$240M

in charitable contributions, employee giving, in-store fundraising and in-kind donations

ESG strategy and governance

Governance of our ESG framework is led by our Board of Directors and our President and Chief Executive Officer. The Nominating and Corporate Governance Committee of the Board of Directors is formally charged with oversight of ESG strategy and performance, and reviews our annual priorities and ESG Report, along with our President and Chief Executive Officer.

Our Senior Vice President (SVP) of Corporate Social Responsibility (CSR) & Philanthropy, Chief Sustainability Officer (CSO) and other executives share relevant ESG-related impacts, risks and opportunities with the Nominating and Corporate Governance Committee semiannually. In 2021, the Nominating and Corporate Governance Committee was engaged on topics such as:

- Climate-change reporting, including net-zero targets
- Philanthropic programs and investments
- Employee health and wellness, especially in response to the pandemic
- Health equity
- Diversity, equity and inclusion
- Wages and benefits

At these presentations, the Committee assesses how to support new initiatives through action and approval.

Our ESG Steering and Operating Committees are charged with advancing our strategic priorities in the areas of increased transparency, goal setting and the adoption of reporting frameworks. Composed of senior leaders, including our chief governance officer, CSO, chief risk officer, controller, and SVP of investor relations, the ESG Committees oversee progress towards board-approved ESG commitments. In 2021, we expanded both committees to include specific leaders from business units across the enterprise.

Our reporting aligns to notable ESG frameworks including the

Global Reporting Initiative (GRI), Sustainability Accounting Standards Board (SASB), the United Nations Global Compact (UNGC), and the Task Force on Climate-Related Financial Disclosures (TCFD).

Our CSO ensures we are progressing against our strategy and goals. Under this direction, the CSR & Philanthropy team regularly works with leaders to align our strategy with key business imperatives and collaborate with colleagues throughout the company on programs and initiatives that drive social and environmental impact. The CSO also serves as the co-executive sponsor of our GreenTeam Colleague Resource Group (CRG), alongside our president of CVS Caremark®.



Colleagues with direct oversight of areas within our four ESG pillars are responsible for driving performance and meeting established targets as part of their business plan. These internal partners are regularly engaged by the CSR Team to provide progress updates and identify emerging risks and opportunities. Remuneration of leaders and managers is partially linked to performance against these business plans.

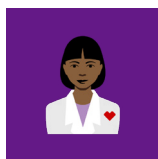
For example, we regularly evaluate more than 100 risks through an ongoing process managed by our Enterprise Risk and Resilience (ERR) Program. These include immediate risks such as severe weather events and long-term risks that can influence elements of our business and value chain. We ensure business continuity plans are in place for our colleagues and our customers for risks of all types — natural, technological, human-caused and others.

We also established several policies that govern our approach to issues of importance to our business and our stakeholders, including our [Climate Change Policy](#), [Human Rights Policy](#), [Responsible Water Use Policy](#), [Forestry Policy](#), [Timber Commodities Policy](#) and [Privacy Commitments](#), all located in our online [Resource Library](#).



Healthy 2030 Strategy

Healthy 2030 supports advancement of our roadmap in four key areas:



Healthy People

We are committed to delivering health care products and services that create a more affordable, accessible, and convenient health care experience for all.

Healthy 2030 Goal

Provide 65 billion health care interactions to individuals

Priority topics aligned with this pillar:

- Access to Quality Health Care
- Diversity, Equity and Inclusion
- Health Equity
- Mental Health
- Patient and Customer Safety
- Responding to Public Health Challenges
- Safe and Affordable Housing
- Pricing of Drugs and Services
- Prescription Drug Misuse
- Advancing Public Health
- Public Policy
- Chronic Disease Prevention and Management
- Medication Adherence
- Maternal Health



Healthy Business

We are a business that is inclusive and committed to creating value for our colleagues, shareholders, business partners and supply chain.

Healthy 2030 Goal

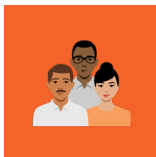
Invest \$85 billion in inclusive wellness, economic development and advancement opportunities

Priority topics aligned with this pillar:

- Diversity, Equity and Inclusion
- Colleague Health and Safety
- Safe and Affordable Housing
- Workforce Development
- Wages and Benefits
- Data Protection and Privacy
- Human Rights
- Governance
- Responsible Marketing and Advertising
- Public Policy
- Ethics and Compliance
- Risk Management

Healthy 2030 Strategy

Healthy 2030 supports advancement of our roadmap in four key areas:



Healthy Community

We are committed to improving the health and well-being of our communities and advancing health equity to ensure everyone has a fair and just opportunity to be as healthy as possible.

Healthy 2030 Goal

Commit more than \$1 billion in social-impact investments to build healthier communities

Priority topics aligned with this pillar:

- Access to Quality Health Care
- Health Equity
- Community Investments
- Smoking Cessation
- Social Determinants of Health



Healthy Planet

We are committed to achieving net-zero emissions, reducing waste, providing customers with sustainable product offerings and embedding sustainable practices across our supply chain.

Healthy 2030 Goal

Reduce our environmental impact by at least 50%

Priority topics aligned with this pillar:

- Climate Action
- Sustainable Operations
- Sustainable Packaging
- Waste Reduction
- Supply Chain Sustainability
- Deforestation
- Product Quality and Ingredients
- Water Stewardship

ESG prioritization assessment

CVS Health's ESG priority topics represent the areas in which the company has the most significant economic, environmental and social impacts, as well as the topics that most influence the decisions of our stakeholders and governance over our priorities. These topics inform our ESG strategy and goals, as well as our approach to transparent reporting.

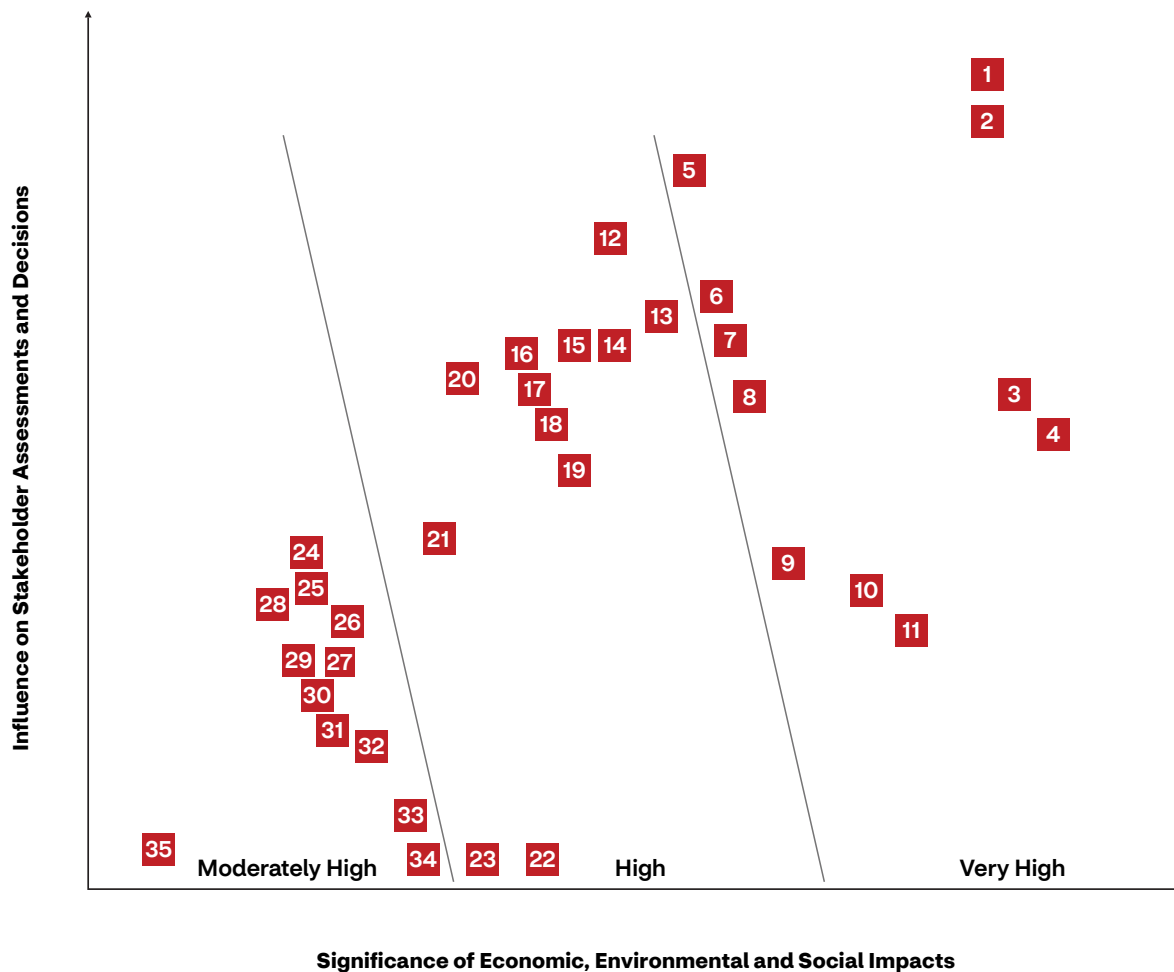
Every two years, we carry out a full prioritization assessment to better reflect our growing business, strategy and stakeholder expectations. In 2021, we conducted a comprehensive ESG prioritization assessment in accordance with the Global Reporting Initiative (GRI) Standards. This included topics from our previous assessments and uncovered emerging topics through internal and external stakeholder engagement, competitive benchmarking and review of the media and industry landscape. We evaluated roughly 100 priority topics that CVS Health stakeholders care about, and for which CVS Health has a significant level of influence.

The 2021 prioritization assessment reflects the experiences and evolving conversations of our policymakers, shareholders, regulatory bodies, patients, colleagues and business partners since our last assessment. It showed that stakeholders continue to align to our *Healthy 2030* Strategy, reflecting a continuous increase in importance and prioritization of topics addressing diversity, equity, and inclusion, climate action, human capital and health-related topics.



ESG prioritization assessment

CVS Health Priority Topics



Very High

1. Access to Quality Health Care
2. Diversity, Equity and Inclusion
3. Mental Health
4. Health Equity
5. Community Investments
6. Climate Action
7. Colleague Health & Safety
8. Workforce Development
9. Advancing Public Health
10. Responding to Public Health Challenges
11. Patient & Customer Safety
12. Pricing of Drugs & Services

High

13. Wages & Benefits
14. Data Protection & Privacy
15. Prescription Drug Misuse
16. Packaging
17. Sustainable Operations
18. Supply Chain Sustainability
19. Human Rights
20. Governance
21. Waste
22. Medication Adherence
23. Chronic Disease Prevention & Management

Moderately High

24. Chemical Management
25. Deforestation
26. Product Quality & Ingredients
27. Public Policy
28. Ethics & Compliance
29. Risk Management
30. Smoking Cessation
31. Safe & Affordable Housing
32. Responsible Marketing & Advertising
33. Maternal Health
34. Social Determinance of Health
35. Water Stewardship

ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Access to Quality Health Care	Healthy People	<ul style="list-style-type: none"> • \$100 million commitment to Building Healthier Communities • Pharmacy footprint, services and care <ul style="list-style-type: none"> - MinuteClinic® - CVS HealthHUB® • Project Health • Supporting underserved populations: women, minorities, disabled, veterans and people with low incomes • Philanthropic initiatives • Health Zones 	We believe better health should be within reach for each and every individual. So, we've built a one-of-a-kind company designed to make health care more accessible, more affordable and simply better. Our cost-saving solutions help people improve their health while saving them money. With the power of our unique integrated model, we're creating tools, services and support that unlock savings for members, patients and customers.
Diversity, Equity and Inclusion	Healthy People	<ul style="list-style-type: none"> • Equal employment opportunity and affirmative action • Governance • Colleague resource groups • Diversity leadership teams • Supplier diversity initiatives • Board diversity • Enterprise progress report • Inclusive products • Community investments 	To help make healthier happen for all we serve, we need a workforce that is representative of the communities we serve. To achieve this, CVS Health fosters a diverse, equitable and inclusive workplace, accepting of all employees from entry level to executive leadership, 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. As part of our <i>Healthy 2030</i> strategy, we've committed to invest \$85 billion in inclusive wellness, economic development and advancement opportunities, of which diversity, equity and inclusion will be a core component.
Health Equity	Healthy Community	<ul style="list-style-type: none"> • Inclusive products • Community investments • Health Zones • Food access • Safe and affordable housing 	We are committed to addressing the social determinants of health to improve health outcomes. In 2022, we announced our new program, Health Zones, working to create a best-in-class model that reduces health disparities, promotes and enhances equity and ensures at-risk communities can thrive. We are working to tie together community partnerships and our commercial business assets in an integrated approach to support underserved communities by addressing the key social determinants of health (SDOH) to improve overall health outcomes.

ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Mental Health	Healthy People	<ul style="list-style-type: none"> • Resources for Living® • MinuteClinic • HealthHUB • Here4U • Suicide reduction and prevention 	Driven by our belief that total health must include mental well-being, we aim to serve as a trusted mental health advisor for the tens of millions of people that we reach across our enterprise, including our patients, members, colleagues and communities. CVS Health is making mental well-being services more accessible, less complicated, more convenient and more inviting. Through the CVS Health Foundation, we are giving grants to organizations addressing the lack of culturally relevant and culturally competent mental health services and support in the places of greatest need.
Community Investments	Healthy Community	<ul style="list-style-type: none"> • Building healthier communities • Increasing access to affordable quality care • Colleague engagement, volunteerism and giving • Skills-based and virtual volunteerism • Pharmacists Teach • Employee relief fund • CVS Health Foundation • National Association of Free and Charitable Clinics • National Association of Community Health Centers • Project Health 	We understand that improving patients' access to quality health care can help counter public health challenges. We're committed to supporting the communities we serve by providing easily accessible health resources and have committed more than \$1.5 billion in social impact investments that build healthier communities over the next ten years.
Climate Action	Healthy Planet	<ul style="list-style-type: none"> • Engaging internal and external stakeholders • Sustainable operations • Sustainable products and packaging • ESG strategy • Retail sustainability 	We believe the health of our planet is inextricably linked to the health of all people. Climate change is affecting global health, and we believe we can play a role in helping to reverse its devastating effects by mitigating our impacts. CVS Health was one of the first companies to set an SBTi-verified Net Zero goal, aligning with the urgent call to limit global temperature rise to 1.5°C above pre-industrial levels. We are committed to doing our part, not only because it's our role as a leader in health care, but also because doing so makes us a more innovative organization, and inspires confidence from our investors, colleagues, suppliers and customers.

ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Colleague Health and Safety	Healthy Business	<ul style="list-style-type: none"> Employee health benefits Employee health services and resources (e.g., PPE) New-hire safety program Employee safety initiatives Colleague safety program Stamp Out Stigma 	Our colleagues are the backbone of our organization, and it is our goal to make sure that they and their families have the tools they need to stay on their path to better health. We offer our colleagues comprehensive benefits, services and resources to promote their physical, emotional and mental health.
Workforce Development	Healthy Business	<ul style="list-style-type: none"> MyCVS Journey Pathways to Health Care Careers Workforce Innovation and Talent Centers Registered apprenticeships Attracting and equipping diverse talent Heroes2Careers military hiring program Talent Is Ageless mature-worker hiring program Abilities in Abundance hiring program Colleague Resource Groups 	As a diversified health services company, we know that the way we do business has far-reaching impacts on the health of millions of Americans and the economic mobility of thousands of communities across the country. Our workforce-development programs and recruitment strategies utilize the exceptional talents available in our local communities to ensure CVS Health colleagues serve as the face of health care for generations to come.
Wages and Benefits	Healthy Business	<ul style="list-style-type: none"> Employee assistance program and counseling Stamp Out Stigma Paid parental leave HealthConnect mobile app Total Rewards Student loan support 401(k) match 	We recognize how vital our colleagues are to our success and strive to offer them comprehensive and competitive benefits and wages. We do this by investing in their health through employee health insurance premiums, health savings accounts medical, prescription, dental and vision coverage, parental leaves, partner and family sick time and other programs that support our colleagues on their holistic journey of well-being. We also strive to provide pay, benefits and services that meet the varying needs of our employees. We offer market-competitive pay, broad-based stock grants and bonuses, an Employee Stock Purchase Plan, health care and retirement benefits.
Patient and Customer Safety	Healthy People	<ul style="list-style-type: none"> Pharmacy safety and quality assurance Preventing prescription drug misuse Transparency/labeling Chemical management Governance HIPAA/IS programs 	The health and well-being of our patients is our number one priority. In light of the public health challenges resulting from the pandemic, we are committed to providing our customers with the safe, efficacious products they need and taking steps to enhance the quality and safety of our dispensed medications for our patients.

ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Response to Public Health Challenges	Healthy People	<ul style="list-style-type: none"> • COVID-19 pandemic response • Vaccination and testing sites • Return Ready • Health Equity 	Through the COVID-19 pandemic, we saw a light shed on public health challenges, making it more urgent than ever to understand and address the social determinants of health. As a leading retail pharmacy in the U.S., we understand that we have an unprecedented opportunity to improve the health of individuals and communities across the country. We quickly adapted to new circumstances and safety needs to protect our colleagues, customers and patients during a global pandemic, and will continue to strengthen our resilience as an organization so that we can continue to effectively respond to public health challenges.
Pricing of Drugs and Services	Healthy People	<ul style="list-style-type: none"> • Expanding visibility into drug costs • Transparency • Digital tools • Medication assistance programs • Role as a PBM • Formulary • Public policy 	We recognize the high cost of drugs and services can be a critical barrier for patients in our health care system. That's why we're committed to providing affordable health care by expanding visibility into drug costs, providing transparent information about the cost of community-based health services, and utilizing digital tools and analytics to help ensure that patients can manage their conditions efficiently and at a lower cost.
Data Protection and Privacy	Healthy Business	<ul style="list-style-type: none"> • Privacy policy • Patient safety, protection and privacy • Customer safety, protection and privacy • Employee safety, protection and privacy • Clients 	Our patients, members, clients, customers and colleagues trust us to keep their personal and health information safe, and protecting this information is of the utmost importance to us — especially as we transition more permanently to an omnichannel health care experience. CVS Health's Privacy and Information Security teams are dedicated to identifying and mitigating risk to the sophisticated systems that protect personal data, which can include medical, financial or other confidential information. These systems are reviewed and tested by third-party validators to check that the system is secure and protected.

ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Advancing Public Health	Healthy People	<ul style="list-style-type: none"> • Health equity • Public policy • Community investments • Community partnerships 	As a leading health solutions company, CVS Health can advance public health and help build healthier communities. Through the COVID-19 pandemic, we leveraged our innovation, programs and partnerships to not only respond to crisis but to advance public health for all through community partnerships and investments, and continued collaboration with federal and state policymakers, industry peers, the business community and nonprofit and civic collaborators.
Prescription Drug Misuse	Healthy People	<ul style="list-style-type: none"> • Guidelines for prescribing opioids for chronic pain • Safe medication disposal and take-back • Naloxone • Pharmacists Teach • Internal education programs • Philanthropic support • Governance • Guardian Angel 	Prescription drug misuse has become a public health issue. As a diversified health services company with over 9,900 touchpoints in communities across the country, CVS Health is positioned to play a role in helping to reduce prescription drug misuse at the patient level, through our prescribing practices and through preventative education.
Sustainable Operations	Healthy Planet	<ul style="list-style-type: none"> • Climate action • Green building • Energy efficiency • Reduced backhaul/hauling efficiency • Green fleets • Smart logistics • Water efficient landscaping • Water stewardship • Waste reduction • Recycling initiatives 	With thousands of retail pharmacies, distribution centers, offices, and other facilities across the country, we aim to drive efficiency across all aspects of our business — reducing our carbon footprint, energy usage, water consumption and waste. In line with our SBTi verified Net Zero by 2050 goal, we have committed to reducing our absolute scope 1, 2, and 3 GHG emissions by 90 percent by 2050.



ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Packaging	Healthy Planet	<ul style="list-style-type: none"> • Biodegradable/bio-based packaging • Consumer views on packaging • Food waste • Packaging recyclability • Reuse of packaging • Receipt paper • Reusable bags • Vegetable and heavy metal-free inks • Synthetics plastics and chemical components • Marine life and plastics 	<p>We continually strive to reduce the use of plastic and virgin materials and to ensure recyclability for the packaging of all store-brand products. In 2021, CVS Health has committed to enhance the sustainability of our Store Brands product packaging and have partnered with World Wildlife Fund (WWF) and their ReSource: Plastic initiative to ensure we're following best practices in managing our suppliers and the materials being used within our packaging portfolio. We're focused on reducing use of plastic and virgin materials and ensuring recyclability for all Store Brand products. We have set a goal to ensure all packaging for Store Brands products is 100 percent reusable, recyclable, compostable, is or can be returned to us for proper disposal at the end of life by 2030.</p>
Waste	Healthy Planet	<ul style="list-style-type: none"> • Waste reduction and diversion • Recycling • Food waste • Pharmaceutical waste • Effluents from waste • Manufacturing and office waste • Synthetic plastics and chemical components • Marine life and plastic • Reuse programs 	<p>We are committed to minimizing our waste and increasing opportunities for recycling to lessen environmental impacts, reduce costs and support regulatory standards. As part of our <i>Healthy 2030</i> strategy, we've committed to reduce our environmental impact by at least 50 percent.</p>
Supply Chain Sustainability	Healthy Planet	<ul style="list-style-type: none"> • Pharmacy footprint • Climate action • Engaging internal and external stakeholders • Sustainable operations • Sustainable products and packaging • ESG strategy • Sustainable sourcing 	<p>Our commitment to the communities we touch applies not only to our own operations but to our supply chain. Supplier responsibility extends to ensuring that all products and manufacturing efforts meet CVS Health's Code of Conduct as it pertains to vendors, environmental health and safety, sustainable packaging, chemical usage, energy and water efficiency, sustainable agriculture (when appropriate), waste reduction and management, carbon footprint and ethical production.</p>

ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Human Rights	Healthy Business	<ul style="list-style-type: none"> Human rights policy Ethical Sourcing and Customs Trade Partnership Against Terrorism Program (CTPAT) Supply chain responsibility 	As part of living up to our values, CVS Health remains committed to a responsible supply chain with respect for human rights and the livelihoods of those we impact. We understand that human rights are fundamental rights and freedoms that all people are entitled to, without regard to race, color, religion, language, pregnancy, ancestry, age, gender, national origin, sexual orientation, gender identity, gender expression, mental or physical disability, genetic information, marital or veteran status. It's important that all colleagues and suppliers recognize this commitment and regularly review and acknowledge our Human Rights policy .
Governance	Healthy Business	<ul style="list-style-type: none"> Safeguarding information and protecting privacy Promoting a strong culture of compliance Investor relations, transparency and raters and rankings Responsibly managing our supply chain Board of Directors 	CVS Health upholds robust corporate governance practices. We achieve our long-term financial and strategic objectives by conducting business transparently and with integrity. Our strong leadership team and Board of Directors are poised to guide our company forward. Under their leadership, we maintain high levels of performance in areas of great importance to our corporate reputation including compliance, privacy, information security, public policy and supply chain responsibility.
Chemical Management	Healthy Planet	<ul style="list-style-type: none"> Patient safety Customer safety Climate action Engaging internal and external stakeholders Sustainable products and packaging 	We are committed to providing our customers with a range of sustainable and “better for you” products that are efficacious and formulated in a way that inspires trust in our customers. Our suppliers adhere to our Store Brands Quality Assurance Agreement, which includes information about our restricted substances list and other requirements, communicating our expectations to suppliers. We review and update this list yearly and share it publicly on our website.

ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Deforestation	Healthy Planet	<ul style="list-style-type: none"> • Anti-deforestation policy • Risk management • Climate action • Packaging • Supply chain sustainability 	CVS Health recognizes the adverse impacts that deforestation can have on people and the planet, and we continue our work to ensure the paper we use in our direct operations is sourced responsibly. We have met our goal to eliminate non-sustainably sourced palm oil and its derivatives from our Store Brand supply chain, with 100 percent of our Store Brand suppliers as either members of the Roundtable on Sustainable Palm Oil (RSPO) or have Rainforest Alliance certification. In addition, 100 percent of existing Store Brand items containing palm oil are coming from sustainably sourced palm oil via RSPO or Rainforest Alliance. In 2021 we also developed anti-deforestation, forestry and timber commodities policies.
Product Quality and Ingredients	Healthy Planet	<ul style="list-style-type: none"> • Chemical management • Product quality and ingredients • Deforestation • Patient safety • Customer safety • Climate action • Water stewardship • Engaging internal and external stakeholders • Sustainable products and packaging • Expanding product offerings 	As a diversified health services company helping people on their path to better health, bringing our heart to every moment of your health, it's our goal to provide high quality products that are efficacious while also being safe for our customers, communities and the planet. Our Store Brand products have always been subject to stringent standards of safety, quality and environmental responsibility. We regularly engage industry experts and key advocacy groups to address chemicals of concern and increase product safety and transparency. Additionally, we are committed to designing products that minimize environmental impacts throughout their life cycle and are safe for their intended and likely uses.
Public Policy	Healthy Business	<ul style="list-style-type: none"> • Lobbying activity • Political donations • Transparency • Trade association participation • Governance • Health care • Insurance • Retail 	As a leading health solutions company, CVS Health is able to help advance public policy and legislation to build healthier communities. In collaboration with federal and state policymakers, industry peers, the business community and nonprofit and civic collaborators, we focus on topics such as the important role of the PBM in controlling drug costs, advancing legislation to address prescription opioid misuse and sharing our perspective on drug pricing. We strive to ensure we are being transparent and accountable for our political disclosures and continue to rank in the highest tier in these categories by the CPA-Zicklin Index.

ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Chronic Disease Prevention and Management	Healthy People	<ul style="list-style-type: none"> • Preventative care and treatment • Transform Diabetes Care • Transform Oncology Care • Chronic Kidney Care • End-stage renal disease • Medication adherence • Coordinating care • Engaging patients • Healthier product options • Innovative collaborations 	Preventing and managing chronic disease is one of our nation's biggest health challenges, driving health care spending and disproportionately impacting historically underrepresented communities. To address the health impacts and escalating costs related to chronic disease in the U.S., we continue to invest in the development of smart and robust solutions. Our efforts include expanding preventive care and treatment for chronic conditions, improving medication adherence, coordinating care across the health care system, engaging patients where they are and offering healthier product options at our stores.
Responsible Marketing and Advertising	Healthy Business	<ul style="list-style-type: none"> • CVS Beauty Mark • Engaging with brand and suppliers • Diverse and inclusive marketing 	<p>As one of the largest and most trusted beauty retailers in the country, we are passionate about beauty and the important role it plays in overall health. We know that taking time to feel good on the outside enhances overall well-being. We also believe we have an opportunity and a responsibility to think about the messages we send to our customers and how these messages impact customer health. That is why we made a commitment not to materially alter the beauty imagery we create for our stores, marketing materials, websites, apps or social media.</p> <p>To support this initiative, we include the CVS Beauty Mark, a watermark that appears on imagery that is authentic and has not been materially altered. We are also working to integrate more diverse and inclusive marketing and advertising that's representative of all of the communities we serve.</p>
Medication Adherence	Healthy People	<ul style="list-style-type: none"> • Combating rising drug costs • CVS Caremark • CVS Specialty®, online/digital tools, two-way messaging 	CVS Health has been focused on improving medication adherence and prescription utilization for more than a decade. Better adherence is foundational to improving health outcomes and is one of the most effective ways to improve management of conditions, yet up to 50 percent of people fail to take their medications. That is why CVS Health employs strategies to increase medication adherence and improve patient outcomes, including the ScriptSync®, a program that prepares patients' eligible prescriptions for pick up the same day each month, and the Pharmacy Advisor initiative which assists members at risk for nonadherence and negative health outcomes.

ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Maternal Health	Healthy People	<ul style="list-style-type: none"> • Community Investments • Pregnancy, birth and postpartum care • Social determinants of health • Health equity 	CVS Health is dedicated to addressing the maternal health crisis and have made this area a priority within our cross-enterprise efforts focused on increasing health equity. Through employee benefits, services provided and charitable contributions, we are supporting maternity wellness programs, including doula support reimbursement. We have committed investing \$1.74 million in a range of programs designed to help expectant parents — and Black women in particular — safely navigate pregnancy, birth and postpartum care.
Ethics and Compliance	Healthy Business	<ul style="list-style-type: none"> • Supplier compliance program • Governance • Government and regulators • Ethics • Anti-bribery • Anti-corruption • Illegal behavior 	We conduct business with integrity, transparency and accountability. This includes protecting the valuable information our stakeholders have entrusted to us, meeting or exceeding applicable regulatory compliance and voluntary standards and using our expertise to advocate for solutions to our country's most pressing health care challenges. Regulatory compliance and voluntary standards are met or exceeded as part of CVS Health's commitment to lead and inspire growth through using the assets, scale and expertise of our business to create economic opportunities and value for employees, customers, suppliers and investors.
Safe and Affordable Housing	Healthy Community	<ul style="list-style-type: none"> • Social determinants of health • Health equity • Health Zones 	When people have housing, they can focus on other health needs, and we are addressing the need for safe and affordable housing. We have invested more than \$1.2 billion in affordable housing over the past 20 years, and through our Health Zones initiative, we are leveraging the partners and projects we've been involved with in local communities to more holistically approach the inequities in those communities and improve health outcomes within them.

ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Smoking Cessation	Healthy Community	<ul style="list-style-type: none"> Removed tobacco from store shelves in 2014 Be The First E-cigarettes and vaping among teens Strategic partnerships Colleague health and wellness offerings 	In 2014, we made the bold decision to eliminate tobacco products from all CVS Pharmacy® stores nationwide, and we're still the only national pharmacy to do so. While smoking among young people has gone down over the years, thousands of children still try their first cigarette every day. Vaping is also still a growing concern as sleek devices and fruity, minty flavors appeal to younger users. Tobacco use does not affect all groups equally. Both Black children and Black adults, for example, are more likely to be exposed to secondhand smoke than any other racial or ethnic group. Black people are also more likely to die from smoking-related diseases than white people, yet we know the tobacco industry has aggressively marketed menthol products to young people and African Americans, especially in urban communities.
Social Determinants of Health	Healthy Community	<ul style="list-style-type: none"> Social and environmental factors Unite Us collaboration Analytics tool to help employers Health Zones 	As a leading retail pharmacy in the U.S., we understand that we have an unprecedented opportunity to improve the health of individuals and communities across the country. Our Health Zones initiative allows us to make a real impact on the health of communities across the country by working closely with organizations that share our commitment to addressing social determinants of health. We will use robust data and analytics to refine our approaches over a five-year period to achieve the greatest impact.
Water Stewardship	Healthy Planet	<ul style="list-style-type: none"> Access to water and water services Responsible water use policy Consumer water use Water sourced for production Water discharge/quality/pollution Water use in agriculture Water-related risks and management Safe drinking water 	Improving access to water, managing water use and extracting water sustainably across the value chain are key to sustainable water stewardship. Access to water is critical to the health of our communities, which is why we have committed to reducing water use and ensuring appropriate water management throughout the value chain, especially in water-stressed areas. Though we are a relatively small consumer of water outside our physical footprint, we recognize the link between water use and climate change. We have programs in place to manage water-related risks and govern our water usage beyond regulatory compliance, including guidelines for new construction of community locations, environmentally appropriate landscaping and other reduction initiatives outlined in our publicly available Responsible Water Use policy .

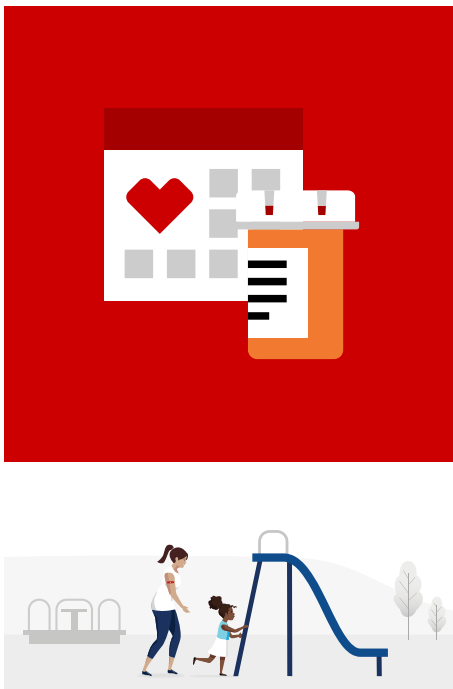
ESG Priority Topics

Topic	Primary Pillar	Core Components	Definition
Risk Management	Healthy Business	<ul style="list-style-type: none">• Enterprise Response and Resiliency• 24/7 operations center• Safeguarding information• Protecting privacy• Supply chain• Human rights• Project Health• Governance• Board of Directors	<p>Operating any business will incur risks, which is why CVS Health has a robust management process in place to identify and evaluate risks across the enterprise related to our governance, reputation, physical assets, supply chain, operations, patients and colleagues. ESG risks are reviewed by the Nominating and Corporate Governance Committee on an annual basis, focusing on topics like climate change — including science-based greenhouse gas (GHG) emissions targets — health equity and colleague wellness and development. Colleagues with direct oversight of areas within our four ESG pillars are responsible for driving performance and meeting established targets as part of their business plan. These internal partners are regularly engaged by the CSR team to provide progress updates and identify emerging risks and opportunities.</p>



ESG Priority Topics

Healthy People	Priority Within Organization	Priority Outside Organization
Access to Quality Health Care	X	X
Diversity, Equity and Inclusion	X	X
Mental Health	X	X
Patient and Customer Safety		X
Response to Public Health Challenges	X	
Pricing of Drugs and Services	X	X
Advancing Public Health		X
Prescription Drug Misuse		X
Chronic Disease Prevention and Management		X
Medication Adherence		X
Maternal Health	X	X



ESG Priority Topics

Healthy Business	Priority Within Organization	Priority Outside Organization
Colleague Health and Safety	X	X
Workforce Development	X	
Wages and Benefits	X	
Data Protection and Privacy	X	
Human Rights	X	X
Governance		X
Public Policy		X
Responsible Marketing and Advertising	X	X
Ethics and Compliance	X	
Risk Management	X	

Healthy Community	Priority Within Organization	Priority Outside Organization
Health Equity		X
Community Investments		X
Safe and Affordable Housing		X
Smoking Cessation		X
Social Determinants of Health		X

ESG Priority Topics

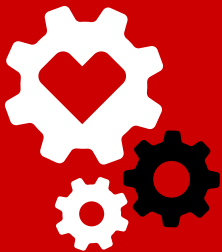
Healthy Planet	Priority Within Organization	Priority Outside Organization
Climate Action	X	X
Sustainable Operations	X	X
Packaging	X	X
Waste	X	
Supply Chain Sustainability	X	X
Chemical Management	X	
Deforestation	X	X
Product Quality and Ingredients		X
Water Stewardship	X	



Stakeholder engagement

Overview of Strategy

CVS Health maintains regular, open communication with a broad range of stakeholders who help us understand how we can best advance our purpose and *Healthy 2030* strategy. We are fortunate to have many partners engaged in our work, and we are committed to our efforts to establish a two-way dialogue with advocates, policymakers, shareholders, customers, colleagues and patients. We rely on their insights and feedback to develop and execute our ESG strategy. On the following pages, we have detailed how we engaged with stakeholder groups and highlighted some of the notable outcomes that resulted from our engagements in 2021. More information on recent collaborations can be found on the [“Stakeholder Engagement”](#) section of our website.



Stakeholder engagement

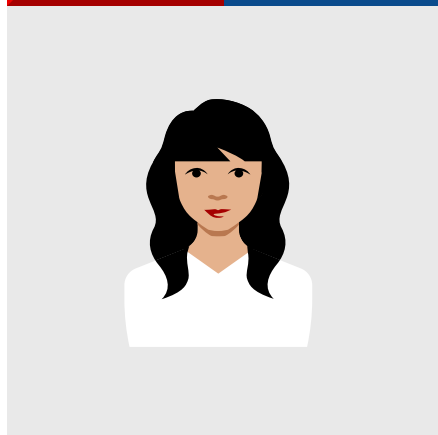
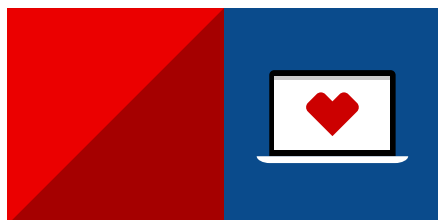
Examples of 2021 engagements and outcomes

Stakeholder Group	Stakeholder Engagement Channels	Top Issues Raised	Outcomes in 2021
Patients and consumers	<ul style="list-style-type: none"> • In-person interactions • Telehealth appointments • Virtual consultations • Focus groups • Customer relations inquiries • Surveys • Social media • Websites • Mail/email 	<ul style="list-style-type: none"> • Access to quality health care • Pricing of drugs and services • Prescription drug misuse • Climate action • Deforestation • Diversity, equity and inclusion • Product quality and ingredients • Responsible marketing and advertising • Public policy tobacco cessation • Addressing the opioid epidemic • Water efficiency • Chemical management • Wages and benefits • Employee health and safety • Packaging (and reducing single-use plastics) • Energy efficiency • Human rights 	<ul style="list-style-type: none"> • In 2021 we continued to strengthen our social justice and equity commitment to improve access to health care and help prevent cost from being a barrier to important preventive services by increasing investments in our Project Health partnership. We delivered more than \$4.6 million in free medical services to more than 42,000 participants in 2021, with nearly 4 million biometric screenings performed since its inception. • In response to the COVID-19 pandemic, we awarded \$1.8 million in 2021 to support vaccine outreach and education and boost access through mobile vaccination units, in-home nurse visits and transportation to vaccination sites in collaboration with Direct Relief, the Conference of National Black Churches, and the National Black Church Initiative. • To continue to address increasing maternal mortality rates, particularly among Black women, in December 2021 we joined the Biden-Harris Administration's Maternal Health Call-to-Action Day to share our commitment to addressing maternal health disparities in America as part of our \$600 million commitment to social justice and equity. We announced a \$1.74M investment in programs designed to help expectant parents safely navigate pregnancy, birth and postpartum care with an emphasis on racial equity.

Stakeholder engagement

Examples of 2021 engagements and outcomes

Stakeholder Group	Stakeholder Engagement Channels	Top Issues Raised	Outcomes in 2021
Colleagues	<ul style="list-style-type: none"> Meetings and interviews with subject matter experts Engagement surveys Training and professional development opportunities CVS Health intranet Colleague Resource Groups (CRGs) virtual meetings Town Hall meetings Weekly emails from leadership with enterprise updates Memos from CEO Social Justice and Equity online resource center Enterprise blog regarding enterprise Social Justice and Equity work COVID-19 online resource center 	<ul style="list-style-type: none"> Colleague health, safety and well-being Climate action Providing access to mental health treatment Health equity Recycling and waste management Human rights Driving behavior change Product at CVS Pharmacy Employee engagement Diversity, equity and inclusion Supporting women's health Water stewardship and efficiency Responsible marketing Deforestation Reducing food insecurity 	<ul style="list-style-type: none"> Our Colleague Resource Groups (CRGs) have provided invaluable contributions during our product and marketing development by giving feedback, insight and guidance, strengthening our ability to understand, communicate and effectively interact with people across cultures. In 2021, over 500 volunteers from CRG groups assisted in over 20 projects across the enterprise. We offer an annual colleague engagement survey to all colleagues to give feedback on how they feel about their work environment. In 2021, 82 percent of colleagues participated in this survey. Hundreds of colleagues participated in a survey of our ESG priority topics to help inform our 2021 assessment. In 2021, despite continued challenges related to the pandemic, colleagues donated more than \$2.5 million in value of volunteerism by sharing their time and talents in the communities we serve. We also provided 185 scholarships totaling nearly \$600,000 to children of full-time employees pursuing a higher education at a two- or four-year college or university.



Stakeholder engagement

Examples of 2021 engagements and outcomes

Stakeholder Group	Stakeholder Engagement Channels	Top Issues Raised	Outcomes in 2021
Investors and Stockholders	<ul style="list-style-type: none"> • Annual stockholders meeting • Quarterly earnings calls • Phone briefings • Email correspondence • Response to ratings and rankings • Conferences • Surveys and data requests • Website 	<ul style="list-style-type: none"> • Access to quality health care • Pricing of drugs and services • Diversity, equity and inclusion • Health equity • Simplifying the health care experience • Mental health • Pandemic response • Prescription drug misuse • Social determinants of health • Chronic disease prevention and management • Data protection and privacy • Wages and benefits • Disaster response and resilience • Product development/ design • Targeted community investments • Patient and customer safety • Climate action 	<ul style="list-style-type: none"> • We continued to align with three new reporting frameworks in 2020 — the Task Force on Climate-Related Financial Disclosures (TCFD), focused on business risks and opportunities associated with climate change; the Sustainability Accounting Standards Board (SASB) Foundation, focused on financial priority sustainability disclosures; and Culture of Health for Business (COH4B), focused on private-sector contributions to health. We conducted more than 25 shareholder engagement meetings during the fall off-season and engaged with shareholders who proposed resolutions for inclusion in our proxy statement. • Throughout the year, we responded to investor inquiries on a broad range of ESG topics, virtually through video and phone engagements and email correspondence.

Stakeholder engagement

Examples of 2021 engagements and outcomes

Stakeholder Group	Stakeholder Engagement Channels	Top Issues Raised	Outcomes in 2021
Suppliers	<ul style="list-style-type: none"> • Meetings • Phone briefings • Conferences and events • Factory audits • Human Rights Policy • Code of Conduct • Training and workshops • Surveys and audits 	<ul style="list-style-type: none"> • Access to quality health care • Pricing of drugs and services • Diversity, equity and inclusion • Health equity • Simplifying the health care experience • Mental health • Pandemic response • Prescription drug misuse • Social determinants of health • Chronic disease prevention and management • Data protection and privacy • Wages and benefits • Disaster response and resilience • Product development/ design • Targeted community investments • Patient and customer safety • Climate action 	<ul style="list-style-type: none"> • Through collaboration with CDP Supply Chain, we collected data from 80 percent of our suppliers, by spend, to target opportunities for GHG emissions reductions. We continued discussions with our two largest suppliers regarding their climate disclosures. • In 2021, we became one of the first companies in the world to have our net-zero targets validated by the Science-Based Targets Initiative's (SBTi) net-zero methodology and were recognized for the third year in a row on CDP's A-list as a Supplier Engagement Leader, for the ninth consecutive year on the Dow Jones Sustainability (DJSI) North American Index and third consecutive year on the DJSI World Index as a leader in corporate sustainability. • We partnered with key retail suppliers throughout 2021 on engaging in CSR initiatives, including cause-marketing campaigns with Proctor & Gamble (P&G) to support the Boys and Girls Clubs of America, and Johnson & Johnson to support the American Heart Association.



Stakeholder engagement

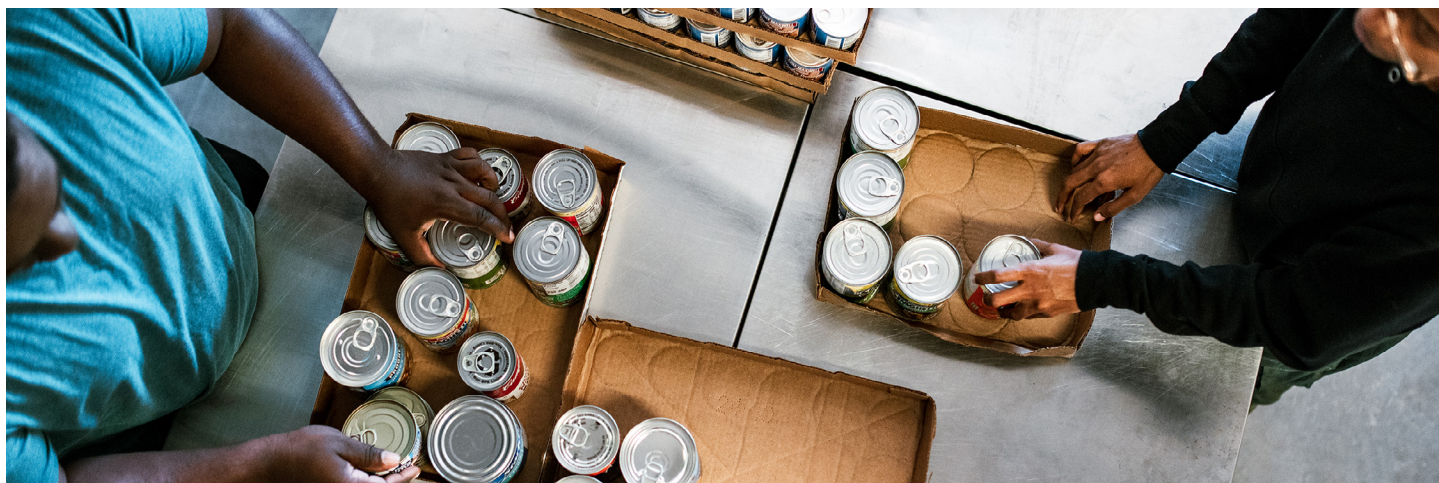
Examples of 2021 engagements and outcomes

Stakeholder Group	Stakeholder Engagement Channels	Top Issues Raised	Outcomes in 2021
Government and regulators	<ul style="list-style-type: none"> • Briefings and meetings • Phone briefings • Email correspondence • White papers and other briefing materials • Trade organizations • Participation in coalitions • Roundtable discussions • Public events • Sponsorship of events • Speaking engagements • Media engagements 	<ul style="list-style-type: none"> • Access to quality health care • Pricing of drugs and services • Diversity, equity and inclusion • Health equity • Simplifying the health care experience • Mental health • Pandemic response • Prescription drug misuse • Social determinants of health • Chronic disease prevention and management • Data protection and privacy • Wages and benefits • Disaster response and resilience • Product development/design • Targeted community investments • Patient and customer safety • Climate action 	<ul style="list-style-type: none"> • Our public policy experts worked closely with congressional, administration and local officials to respond to immediate and long-term community health needs resulting from COVID-19. This included support and coordination in the establishment of testing sites and ongoing collaboration in the delivery of COVID-19 vaccinations. We administered more than 32 million COVID-19 tests and more than 59 million vaccines in 2021. In 2021, the federal government's Service Benefit Plan (also known as the Federal Employees Health Benefits Plan) extended its long-standing contract with CVS Caremark to help federal employees, retirees and their families save money on their prescription drugs. The expanded agreement now includes specialty pharmacy services in addition to existing retail, mail and clinical pharmacy services.

Stakeholder engagement

Examples of 2021 engagements and outcomes

Stakeholder Group	Stakeholder Engagement Channels	Top Issues Raised	Outcomes in 2021
Nonprofit organizations and NGOs	<ul style="list-style-type: none"> • Roundtables • Strategic relationships • Participation on boards and advisory councils • Attending annual meetings • Virtual engagement meetings • Webinars 	<ul style="list-style-type: none"> • Access to quality health care • Pricing of drugs and services • Diversity, equity and inclusion • Health equity • Simplifying the health care experience • Mental health • Pandemic response • Prescription drug misuse • Social determinants of health • Chronic disease prevention and management • Data protection and privacy • Wages and benefits • Disaster response and resilience • Product development/ design • Targeted community investments • Patient and customer safety • Climate action 	<ul style="list-style-type: none"> • In 2021 we engaged with Friends of the Earth to develop a pollinator policy for our Store Brand food and beverage products. This policy focuses on the health of the products and people throughout our supply chain working with pesticides. • We have supported Feeding America in 2021 to provide relief to the millions of people facing food insecurity across the country. Through in-store fundraising, customers have opted to round up their change, raising more than \$20 million. • In 2021 we continued our partnership with the World Wildlife Fund (WWF) to drive our packaging sustainability strategy forward, as well as becoming the Principal Retail Member of ReSource: Plastic.



Stakeholder engagement

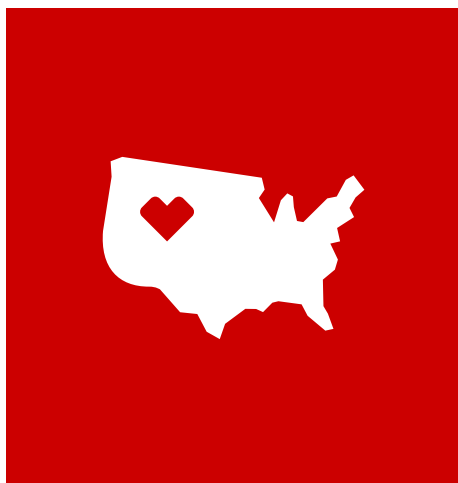
Examples of 2021 engagements and outcomes

Stakeholder Group	Stakeholder Engagement Channels	Top Issues Raised	Outcomes in 2021
Industry groups and forums	<ul style="list-style-type: none"> • Conferences • Virtual meetings 	<ul style="list-style-type: none"> • Access to quality health care • Pricing of drugs and services • Diversity, equity and inclusion • Health equity • Simplifying the health care experience • Mental health • Pandemic response • Prescription drug misuse • Social determinants of health • Chronic disease prevention and management • Data protection and privacy • Wages and benefits • Disaster response and resilience • Product development/design • Targeted community investments • Patient and customer safety • Climate action • Human rights 	<ul style="list-style-type: none"> • We invested \$5 million over three years in the Closed Loop Partners Consortium to eliminate the single-use bag. The Beyond the Bag Initiative aims to identify, pilot and implement new design solutions and models to create an improved customer experience without unintended environmental consequences. In 2021, the consortium launched a series of pilot programs across a total of nine CVS Pharmacy, Target and Walmart stores in Northern California to help evaluate and refine winning solutions from the Beyond the Bag challenge. • In 2021 we continued Sustainable Packaging Coalition's How2Recycle program aimed at promoting recycling and reducing confusion through the clear and easily understood labeling for consumers. Featured on thousands of leading products in retail locations across the country, it is the only U.S.-based recycling label that is standardized across all packaging types. In 2021, more than one-third of our Store Brand items carried our How2Recycle labels offering shoppers useful information on responsible disposing of product packaging. We are on pace to include How2Recycle labeling on 100 percent of store-brand packaging by 2025

Stakeholder engagement

Examples of 2021 engagements and outcomes

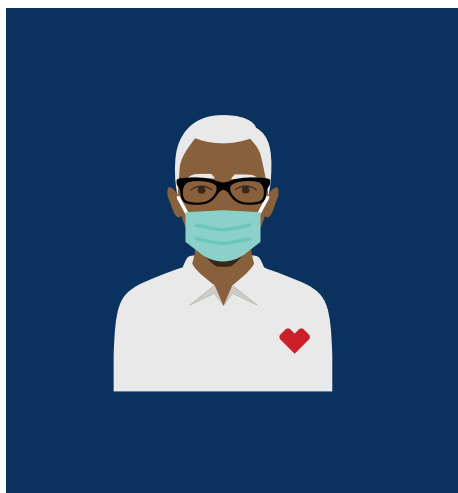
Stakeholder Group	Stakeholder Engagement Channels	Top Issues Raised	Outcomes in 2021
Local communities	<ul style="list-style-type: none"> Community engagement programs Virtual volunteering Board memberships Event sponsorship Grantmaking 	<ul style="list-style-type: none"> Access to quality health care Pricing of drugs and services Diversity, equity and inclusion Health equity Simplifying the health care experience Mental health Pandemic response Prescription drug misuse Social determinants of health Chronic disease prevention and management Data protection and privacy Wages and benefits Disaster response and resilience Product development/design Targeted community investments Patient and customer safety Climate action 	<ul style="list-style-type: none"> Addressing health disparities in the community is directly linked to addressing racial inequality, which is why we are continuing to make significant investments to increase access to health care under our \$600 million commitment to social justice and equity. In 2021, we launched Health Zones, our new concentrated community investment strategy in five markets and made more than \$240 million in philanthropic investments to nonprofit organizations across the country. CVS Health was named to The Civic 50 list of America's Most Community-Minded Companies for the sixth consecutive year. In 2021, our Project Health events conducted 1,700 Project Health screenings across 32 markets at CVS Pharmacy locations and through the launch of four new mobile units.



Stakeholder engagement

Examples of 2021 engagements and outcomes

Stakeholder Group	Stakeholder Engagement Channels	Top Issues Raised	Outcomes in 2021
Clients	<ul style="list-style-type: none"> Virtual meetings Phone Email correspondence Surveys Disclosure requests 	<ul style="list-style-type: none"> Access to quality health care Pricing of drugs and services Prescription drug misuse Climate action Deforestation Diversity, equity and inclusion Product quality and ingredients Responsible marketing and advertising Public policy tobacco cessation Addressing the opioid epidemic Water efficiency Chemical management Wages and benefits Employee health and safety Packaging (and reducing single-use plastics) Energy efficiency Human rights 	<ul style="list-style-type: none"> As of late January 2021, there were more than 100 Return Ready clients participating. We launched Return Ready™, a COVID-19 testing solution to support continuity for universities and workplaces. The program provides the flexibility and clinical insights needed to integrate COVID-19 testing, clinical protocols, reporting and additional health and safety solutions into return strategy and plans for ongoing business continuity. We measure the satisfaction of our PBM clients twice per year through a web-based survey and use their feedback to improve our services and client relationships. Our approach to quality improvement has resulted in year-over-year improvement in PBM client and member satisfaction: in 2021, 99 percent of clients were satisfied. In 2021, 94 percent of health care benefit commercial members were satisfied. In 2021, CVS Caremark redoubled efforts to help our clients to reduce longstanding health disparities for PBM members living with certain conditions that disproportionately affect people of color.



Stakeholder engagement

Examples of 2021 engagements and outcomes

Stakeholder Group	Stakeholder Engagement Channels	Top Issues Raised	Outcomes in 2021
Media	<ul style="list-style-type: none"> • Direct outreach • Website • Social media • Responses to inquiries 	<ul style="list-style-type: none"> • Access to quality health care • Pricing of drugs and services • Diversity, equity and inclusion • Health equity • Simplifying the health care experience • Mental health • Pandemic response • Prescription drug misuse • Social determinants of health • Chronic disease prevention and management • Data protection and privacy • Wages and benefits • Disaster response and resilience • Product development/design • Targeted community investments • Patient and customer safety • Climate action 	<ul style="list-style-type: none"> • To keep the general public informed of COVID-19 testing and vaccination rollout, we conducted extensive engagement with media to provide accurate, up-to-date information and provided robust resources related to COVID-19 response on CVSHealth.com as well as CVS.com® • In collaboration with U.S. News & World Report, in 2020, the Aetna Foundation funded the fourth annual <u>Healthiest Communities</u> rankings of nearly 3,000 U.S. communities in the areas of population health, equity, education, economy and other social determinants of health. This year's rankings included new tools that tracked the impact of COVID-19 on community health and wellness and demonstrated the strong connection between these impacts and existing health disparities in Black and Latinx communities. • This year we launched <u>Healthier Happens Together</u>, an enterprise-wide national advertising campaign. This is meant to amplify existing innovative work underway at CVS Health. Work included our efforts to transform kidney care, enhance telehealth services, lead in omnichannel pharmacy, and support communities through programs such as <u>Return Ready</u> and <u>Project Health</u>, the company's no-cost, community-based screening program.

Data protection and privacy

Protecting privacy and upholding information security

Safeguarding the data and information we receive about our members, patients, customers and colleagues is of the utmost importance to us. Under the leadership of our chief privacy officer, we regularly monitor and assess compliance with global data privacy regulatory requirements, identify and mitigate privacy risk, provide privacy training across the enterprise and partner with business areas to integrate privacy into the design and development of systems, processes, products and services.

In 2021, we focused our data protection efforts on expanding our Next Generation Authentication capabilities to reach additional consumers and call centers by integrating with voice technologies. This technology and enhanced security measures enabled us to block 20 million fraudulent emails from reaching our customers.

Additionally, throughout the year we continued to execute our robust information security strategy. We enhanced our security defenses to continue to support vaccination and testing delivery services. Thanks to our rigorous monitoring processes and technology, CVS Health was not materially impacted by ransomware attacks in 2021 that continue to proliferate in the health care industry.



Human capital and diversity data

Workforce diversity data

Total employee count 321,807 as of 12/31/2021

Additional workforce diversity data is also available in our [Consolidated Employer Information report EEO-1](#)

Employment + Type

	2021	2020	2019
Full-time	72%	71%	72%
Part-time	28%	29%	28%

Employment + Gender

	2021	2020	2019
Female	71%	70%	70%
Male	29%	30%	30%
Unspecified	<1%	0%	0%

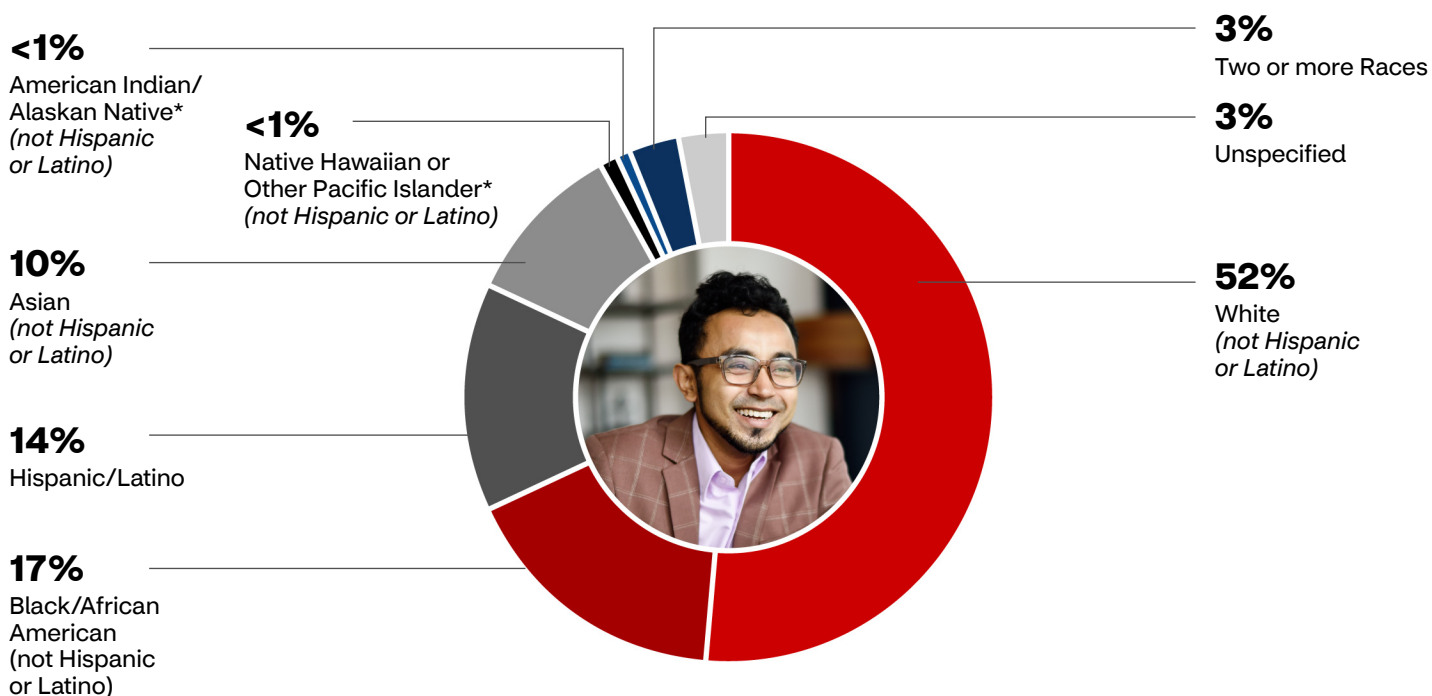
Total Employee Count: 321,807 as of 12/31/2021

Employment + Age

	2021	2020	2019
Up to 24	18%	16%	15%
24 to 54	66%	68%	69%
55+	16%	16%	16%

Human capital and diversity data

Employment + Ethnicity

2021**


	2020	2019
White (not Hispanic or Latino)	53%	54%
Black/African American (not Hispanic or Latino)	16%	16%
Hispanic/Latino	15%	14%
Asian (not Hispanic or Latino)	11%	11%
Native Hawaiian or Other Pacific Islander* (not Hispanic or Latino)	1%	
American Indian/Alaskan Native* (not Hispanic or Latino)	0%	
Two or more Races	3%	
Other		4%
Unspecified	1%	1%

*American Indian, Native Hawaiian and Two or More Races are reporting categories introduced in 2020. "Other" was discontinued as a category in 2020 and is broken down into various categories.

**Total doesn't add to 100% due to rounding

Human capital and diversity data

Board of Directors + Gender

Total Board Member Count: 13 as of 12/31/2021

	2021	2020	2019
Female	38%	31%	25%
Male	62%	69%	75%

Vice President and Above + Gender

Total Employee Count, Vice President and Above: 480 as of 12/31/2021

	2021	2020	2019
Female	39%	39%	36%
Male	60%	61%	64%
Unspecified	1%	0%	0%

Manager Level and Above + Gender

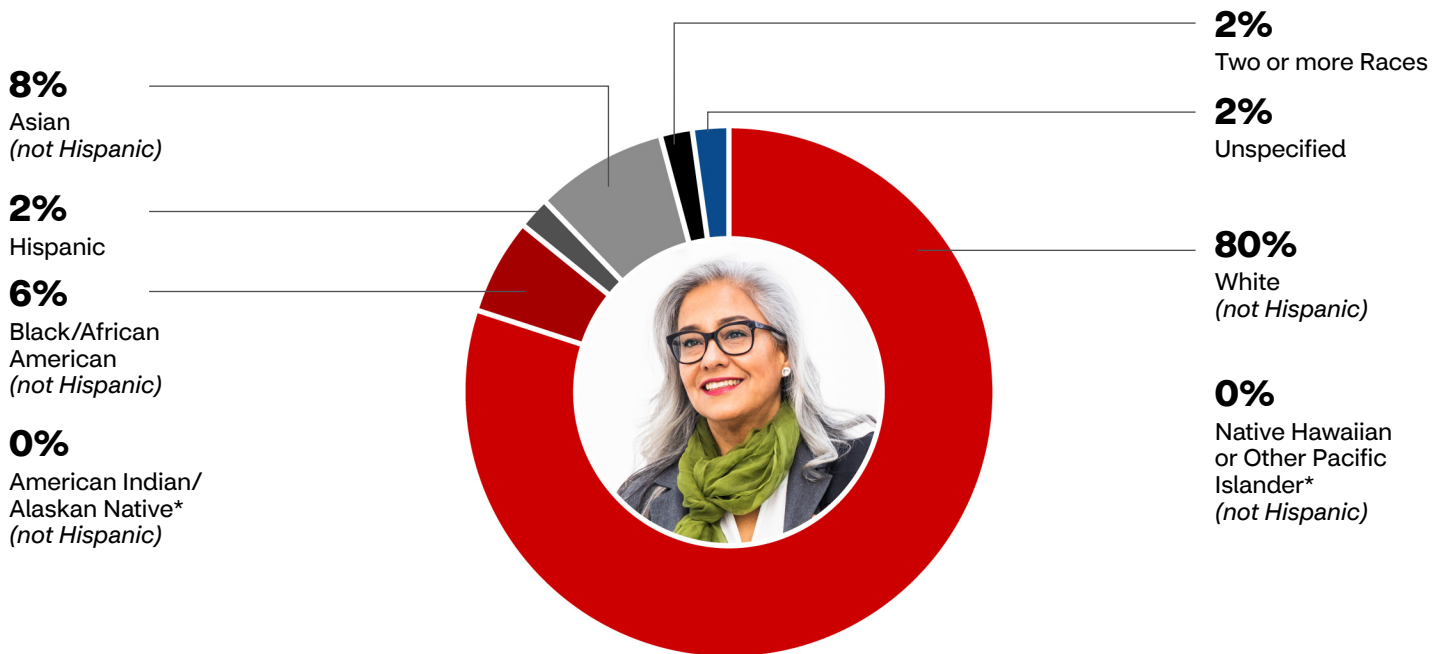
Total Employee Count, Manager Level and Above: 31,991 as of 12/31/2021

	2021	2020	2019
Female	55%	52%	52%
Male	45%	48%	48%
Unspecified	0%	0%	0%

Human capital and diversity data

Vice President and Above + Race/Ethnicity

Total Employee Count, Vice President and Above:
480 as of 12/31/2021

2021


	2020**	2019
Diverse		13%
White (not Hispanic)	86%	86%
Black/African American (not Hispanic)	4%	
Hispanic	1%	
Asian (not Hispanic)	7%	
Native Hawaiian or Other Pacific Islander* (not Hispanic)	<1%	
American Indian/Alaskan Native* (not Hispanic)	<1%	
Two or more Races	<1%	
Unspecified	<1%	1%

*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories.

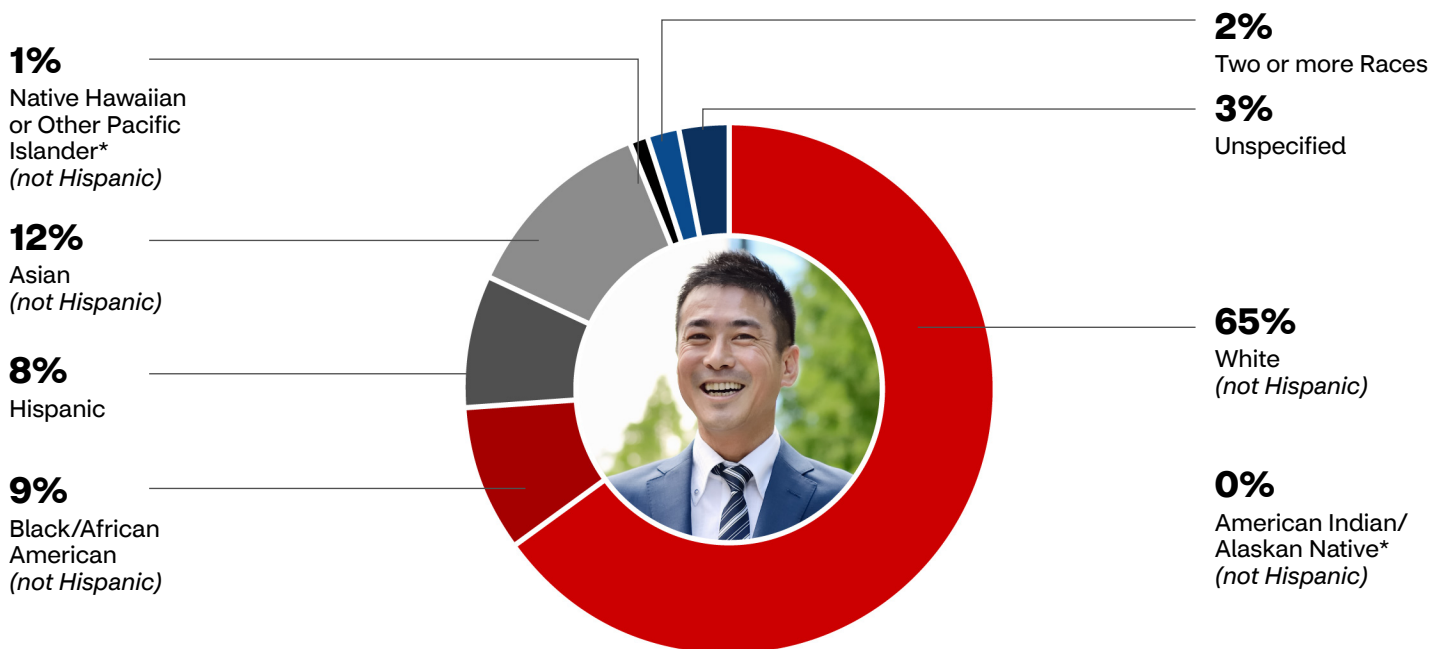
**Total doesn't add to 100% due to rounding

Human capital and diversity data

Manager Level and Above + Ethnicity

2021

Total Employee Count, Manager Level and Above:
31,991 as of 12/31/2021



	2020	2019
Diverse		31%
White (not Hispanic)	67%	68%
Black/African American (not Hispanic)	8%	
Hispanic	7%	
Asian (not Hispanic)	14%	
Native Hawaiian or Other Pacific Islander* (not Hispanic)	1%	
American Indian/Alaskan Native* (not Hispanic)	0%	
Two or more Races	2%	
Unspecified	1%	1%

*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories.

Human capital and diversity data

Nurses + Gender

	2021
Female	93%
Male	7%
Unspecified	0%

Nurses + Race/Ethnicity*

	2021**
White (not Hispanic)	67%
Black/African American (not Hispanic)	14%
Hispanic	6%
Asian (not Hispanic)	7%
Native Hawaiian or Other Pacific Islander* (not Hispanic)	<1%
American Indian/Alaskan Native* (not Hispanic)	<1%
Two or more Races	2%
Unspecified	2%

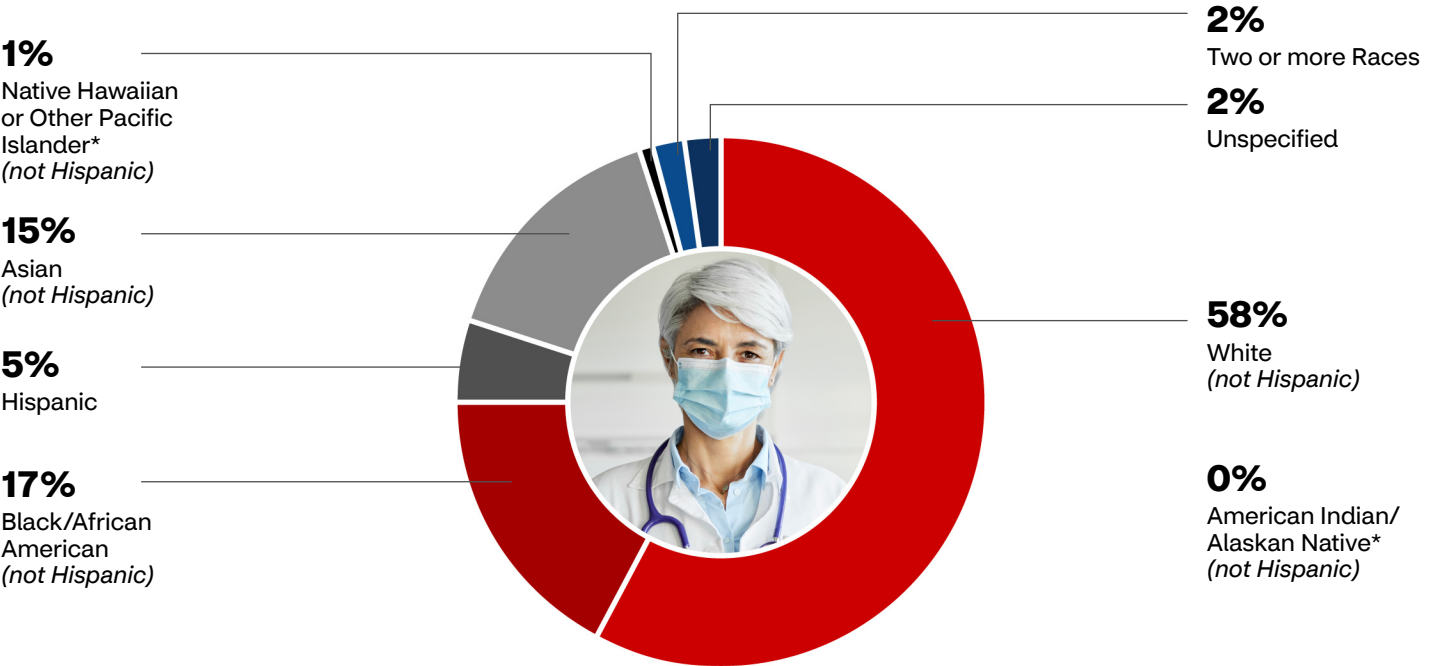
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**Total doesn't add to 100% due to rounding

Human capital and diversity data

Physician Assistants + Race/Ethnicity*

2021



Physician Assistants + Gender

	2021
Female	93%
Male	7%
Unspecified	0%

Human capital and diversity data

Pharmacists + Gender

	2021
Female	63%
Male	37%
Unspecified	0%

Pharmacists + Race/Ethnicity*

	2021**
White (not Hispanic)	54%
Black/African American (not Hispanic)	10%
Hispanic	4%
Asian (not Hispanic)	24%
Native Hawaiian or Other Pacific Islander* (not Hispanic)	<1%
American Indian/Alaskan Native* (not Hispanic)	<1%
Two or more Races	2%
Unspecified	4%

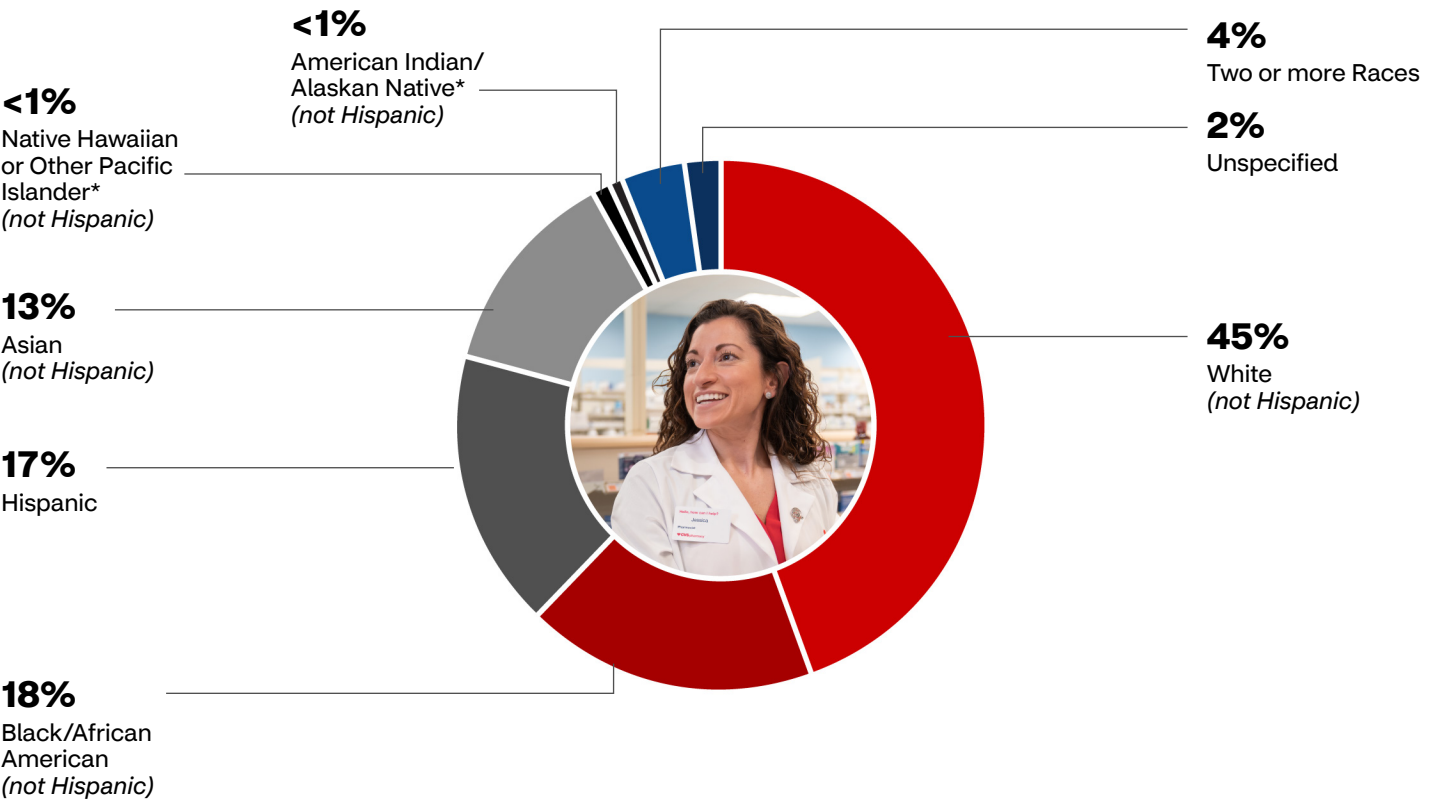
*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories.

**Total doesn't add to 100% due to rounding

Human capital and diversity data

Pharmacy Technicians + Race/Ethnicity*

2021**



Pharmacy Technicians + Gender

	2021**
Female	81%
Male	18%
Unspecified	<1%

*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories.

**Total doesn't add to 100% due to rounding

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Human capital and diversity data

Medical Directors + Gender

	2021
Female	56%
Male	44%
Unspecified	0%

Medical Directors + Race/Ethnicity*

	2021**
White (not Hispanic)	64%
Black/African American (not Hispanic)	14%
Hispanic	5%
Asian (not Hispanic)	14%
Native Hawaiian or Other Pacific Islander* (not Hispanic)	<1%
American Indian/Alaskan Native* (not Hispanic)	<1%
Two or more Races	1%
Unspecified	<1%

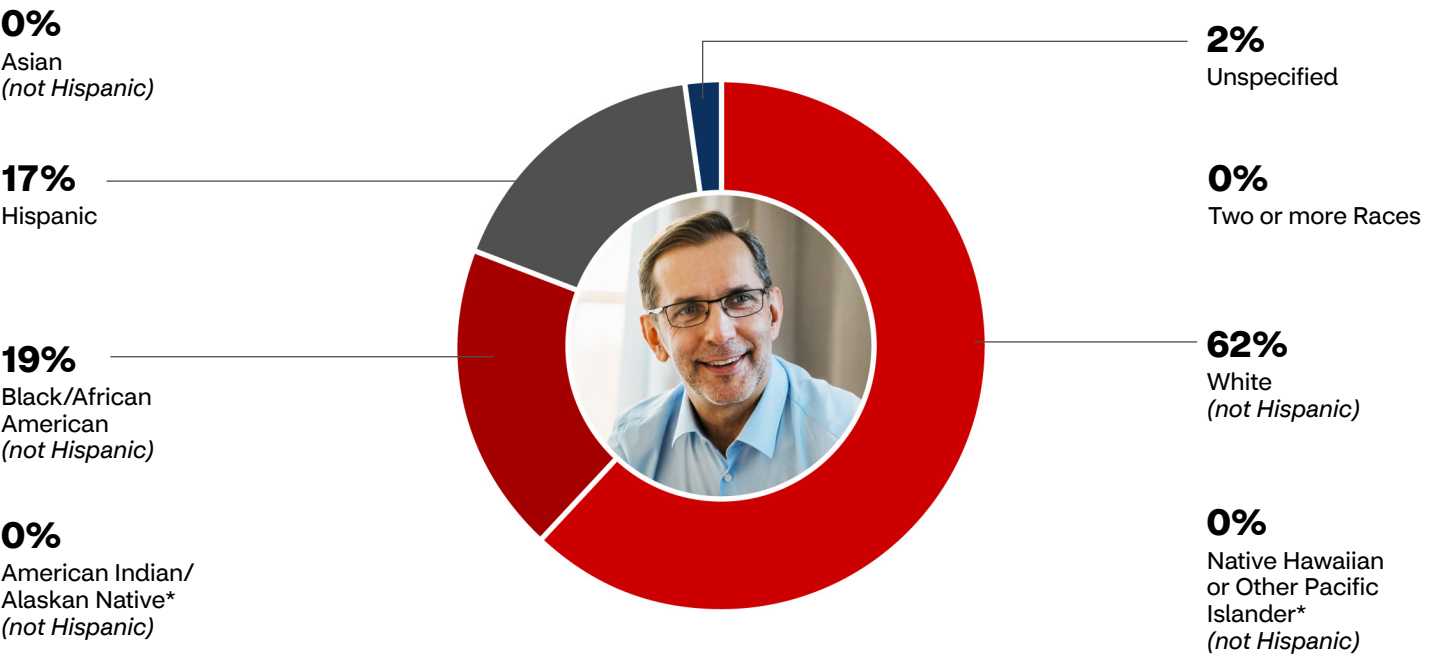
*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories.

**Total doesn't add to 100% due to rounding

Human capital and diversity data

Social Workers + Race/Ethnicity*

2021



Social Workers + Gender

	2021
Female	96%
Male	4%
Unspecified	0%

Human capital and diversity data

Care Concierge + Gender

	2021**
Female	85%
Male	15%
Unspecified	<1%

Care Concierge + Race/Ethnicity*

	2021**
White (not Hispanic)	37%
Black/African American (not Hispanic)	35%
Hispanic	17%
Asian (not Hispanic)	2%
Native Hawaiian or Other Pacific Islander* (not Hispanic)	<1%
American Indian/Alaskan Native* (not Hispanic)	1%
Two or more Races	5%
Unspecified	2%

*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories.

**Total doesn't add to 100% due to rounding

Human capital and diversity data

Field Leadership + Gender

	2021
Female	41%
Male	59%
Unspecified	0%

Field Leadership + Race/Ethnicity*

	2021**
White (not Hispanic)	68%
Black/African American (not Hispanic)	6%
Hispanic	5%
Asian (not Hispanic)	12%
Native Hawaiian or Other Pacific Islander* (not Hispanic)	<1%
American Indian/Alaskan Native* (not Hispanic)	1%
Two or more Races	2%
Unspecified	6%



*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories.

**Total doesn't add to 100% due to rounding

Human capital and diversity data

Distribution Center + Gender

	2021
Female	45%
Male	55%
Unspecified	0%

Distribution Center + Race/Ethnicity*

	2021
White (not Hispanic)	41%
Black/African American (not Hispanic)	23%
Hispanic	27%
Asian (not Hispanic)	4%
Native Hawaiian or Other Pacific Islander* (not Hispanic)	1%
American Indian/Alaskan Native* (not Hispanic)	0%
Two or more Races	2%
Unspecified	2%

*Black/African American, Hispanic/Latino, Asian, American Indian/Alaska Native, Native Hawaiian or Other Pacific Islander, and Two or More Races are reporting categories introduced in 2020. "Diverse" was discontinued as a category in 2020 and is disclosed under other categories.

Human capital and diversity data

Occupational data

Occupational Illness Frequency Rate	4.45 (includes illness and injury for retail business only)
Employee Injury Rate	Company-wide: 2.82 (includes injury and illness) Retail: 4.45 (2021); 3.00 (2020); 3.52 (2019) Distribution Centers: 2.82 (2021); 5.31 (2020); 5.58 (2019)
Days Away from Work	Days away from work at retail totaled 52,071; and days away from work at distribution centers totaled 6,861
DART Rate	0.779

Employee Engagement data

Levels of employee engagement	83 percent of the workforce was actively engaged in 2021. We offer our Colleague Engagement Survey annually and in 2021, 77 percent of participating colleagues were scored favorably (77 percent women and 76 percent men).
Average hours of training per employee per years	<p>CVS Health offers several resources and programs that attract, engage, develop, advance and retain colleagues. We provide a robust online orientation program that pairs new hires with seasoned colleagues and the training continues throughout a colleague's career, through in-person, virtual and self-paced learning at all levels. We also provide tools and workshops for colleagues to manage their career development. Our training practices consider updated, tech-enabled tools and keep our colleagues informed of new developments in our industry that are relevant to their roles. During the year ended December 31, 2021, CVS Health colleagues invested more than 13 million hours in learning and development courses.</p> <p>Our colleague development program also promotes the importance of compliance across our business. CVS Health colleagues demonstrate this commitment through our annual Code of Conduct training, which 100 percent of active colleagues completed in 2021. In 2021, we launched more than 70 different training courses as part of our annual Enterprise Compliance Training Program.</p>
Paid parental leave	Full-time employees who welcome a new child into their home can take up to four weeks away from work at 100 percent of their pay to ensure the newest addition to their family gets off to a strong start in life. In 2021, 8,496 colleagues requested an average of six weeks of paid parental leave, comprised of 69 percent women and 31 percent men.

Human capital and diversity data

Job security and pay practices data

New employee hires	154,288 new employee hires in 2021
Rate of employee turnover	Involuntary employee turnover in 2021 was 4.5%; Voluntary employee turnover in 2021 was 36.7%
Ratio of entry level wage to minimum wage	1.93
Percentage of employees earning minimum wage	100%
Median annual compensation	2021: \$36,400

Average hourly wage by state

Location State	Avg. Pay Hourly Rate	Location State	Avg. Pay Hourly Rate	Location State	Avg. Pay Hourly Rate	Location State	Avg. Pay Hourly Rate
AK	\$32.78	ID	\$31.37	MT	\$29.34	PR	\$18.75
AL	\$24.20	IL	\$32.14	NC	\$26.05	RI	\$38.40
AR	\$28.23	IN	\$23.76	ND	\$26.04	SC	\$24.68
AZ	\$30.54	KS	\$28.93	NE	\$29.00	SD	\$35.80
CA	\$27.32	KY	\$24.73	NH	\$26.90	TN	\$23.45
CO	\$37.20	LA	\$25.51	NJ	\$25.96	TX	\$26.22
CT	\$37.03	MA	\$25.93	NM	\$27.99	UT	\$30.79
DC	\$23.65	MD	\$25.60	NV	\$23.61	VA	\$25.73
DE	\$26.14	ME	\$29.31	NY	\$25.46	VT	\$25.90
FL	\$24.40	MI	\$24.61	OH	\$26.30	WA	\$34.00
GA	\$26.06	MN	\$30.42	OK	\$24.91	WI	\$27.46
HI	\$20.70	MO	\$25.93	OR	\$34.24	WV	\$25.03
IA	\$26.49	MS	\$25.17	PA	\$25.09	WY	\$37.92

Colleague health, safety and well-being

As a company that is meaningfully impacting public health issues, the safety, health, and well-being of our colleagues is our top priority. We actively encourage our colleagues to take care of their own health and provide programs and tools to improve financial, emotional and physical well-being to all colleagues, not just those enrolled in benefits. We recognize how vital our colleagues are to our success and strive to offer them competitive and comprehensive wages and benefits. We do this by investing in their health through employee health insurance premiums, health-savings accounts, medical, prescription, dental and vision coverage, parental leaves, partner and family sick time and other programs that support our colleagues on their holistic journey to well-being. We also strive to provide pay, benefits and services that meet the varying needs of our colleagues. We offer market-competitive pay, board-based stock grants and bonuses, an Employee Stock Purchase Plan, health care and retirement benefits.



Our Total Rewards philosophy is straightforward — provide competitive pay and benefits and a fulfilling work experience that help attract and retain talented colleagues and engage them in our journey to bringing our heart to every moment of health. Our Total Rewards are made up of four key components — compensation programs, health benefits, financial benefits and time away from work. Additionally, our My Well-being program offers personalized and holistic support.

As an equal opportunity and affirmative action employer, we do not discriminate in recruiting, hiring or promotion based on race, ethnicity, sex/gender, sexual orientation, gender identity or expression, age, disability, or protected veteran status or on any other basis or characteristic prohibited by applicable federal, state or local law.

To learn more about working at CVS Health and our colleague health and safety measures, access our [Benefits page](#) and [Employee & Consumer Rights commitment](#).

United Nations (UN) Sustainable Development Goals

SDGs Overview

Our *Healthy 2030* ESG strategy is aligned with the UN Sustainable Development Goals (SDGs), 17 aspirational goals designed to facilitate significant global development by 2030. The SDGs serve as a framework to guide how companies, governments and non-governmental organizations contribute to a more just, healthier and sustainable future. We believe we can most meaningfully contribute to eight of the SDGs that closely align with our business impact and our ESG initiatives, and we work to advance these goals each year through efforts implemented across our enterprise.

To further our progress against these goals, we collaborate with organizations that help us to advance our ESG strategy — including the UN Global Compact. CVS Health was the first U.S. pharmacy chain to hold membership in the United Nations Global Compact, which confirms our commitment to the Compact's 10 principles with respect to human rights, labor, the environment and anti-corruption.



Our contributions to the SDGs



Goal 2: Zero Hunger

Understanding the relationship between good food and health, and as a retailer of both perishable and shelf-stable food products, we used our national footprint and product offerings to combat food insecurity in local communities. We know that food insecurity is often part of a long list of economic stresses on community members, and an important social determinant of health. In 2021, through our in-store fundraising campaigns to support Feeding

America – we donated more than \$20.2M dollars to Feeding America food banks across the country. Our efforts provided more than 159 million meals for people who are food insecure, with an estimated 40 percent of meals for BIPOC communities suffering from food insecurity. In our ongoing effort to reduce inequities we have identified increasing access to food as one of six key areas to improve health outcomes, and a key pillars part of our new Health Zones initiative.



Goal 3: Good Health and Well-Being

We are committed to improving good health and well-being in a variety of ways to achieve our Healthy People goal of providing 65 billion health care interactions to individuals. Through our product and service offerings, we focus on delivering accessible and affordable care to help people improve their health while saving them money. With mental health challenges rising since the COVID-19 pandemic started, we have innovated to make mental well-being services more accessible and inviting. In 2021, we started offering mental well-being services at MinuteClinic in four states and added licensed clinical social workers in HealthHUB locations in three states — with plans to expand these pilots.

We approach health through an equity lens and have contributed through the CVS Health Foundation to projects addressing the social determinants of health causing disparities in health outcomes. One clear area in which this can be seen is in Maternal Health, where maternal deaths of Black women are almost three times that of white women. Supplementing our business efforts and offerings through targeted community investments, we have

committed to a \$1.74M investment in a range of programs designed to help expectant parents - and Black women in particular — safely navigate pregnancy, birth and postpartum care. We also expanded the reach of Project Health through the addition of four new mobile units to reach even more people offering a range of free health screenings, wellness information and individual consultations, at no cost. We were able to conduct 1,700 Project Health screening events across 32 markets at CVS Pharmacy locations and mobile units.

Just as we supported the health and well-being of our communities through 2020, we also supported the health and well-being of our colleagues. Since 2011, the CVS Health Employee Relief Fund (ERF) has supported our own colleagues facing unforeseen financial hardships with more than \$5.6 million in grants. As we have seen an increase in intensity and frequency in natural disasters, in 2021, we made a number of resources available to protect the health and safety of colleagues impacted by disasters such as Hurricane Ida, the West Coast wildfires, or the devastating tornadoes that struck Kentucky.

Our contributions to the SDGs



Goal 4: Quality Education

CVS Health has long been committed to providing valuable educational experiences to our colleagues and community members alike. The demand for highly skilled pharmacists, nurse practitioners and physician assistants is only expected to increase. Building a stellar workforce begins with investing in the health care superstars of tomorrow. We're proud to provide nearly \$900,000 in scholarships through the CVS Health Foundation to pharmacy schools and to nursing and physician-assistant schools across the country. To support the educational attainment of our colleagues' families, we also awarded 185 children of full-time employees a scholarship to a two- or four-year college or university, totaling nearly \$600,000 given out in scholarships.

In 2021, we joined with UNCF, formerly known as the United Negro College Fund, the nation's largest minority education and college readiness organization, to launch the CVS Health Foundation Health Care Careers Scholarship program as part of our social justice and equity commitments. The five-year, \$5 million program offers financial assistance to Black and Latino college students pursuing a career in pharmacy, medicine, or health administration — strengthening the pool of talented college graduates ready to join the health care workforce. In the first year of awards, the program granted scholarships to 45 students.



Goal 5: Gender Equality

More than 70 percent of CVS Health colleagues are women and 48 percent of colleagues report being racially or ethnically diverse. Of the more than 154,000 new colleagues we hired and trained in 2021, more than half are Black, Hispanic or Asian. We are proud to have strong female senior leadership representation. Key leadership positions, including chief executive officer (CEO), chief customer officer (CCO) and co-president of CVS Pharmacy and chief people officer (CPO), as well as five seats on our Board of Directors, are held by women. We support our female colleagues at all tiers through internal initiatives such as our Network for Executive Women and our Women Inspiring Success and Excellence (WISE) CRG.

Our commitment to diversity, equity and inclusion expands to the supply chain. To broaden our pool of suppliers, our supplier diversity team conducts outreach throughout the year to hundreds of existing and potential suppliers through diversity councils, industry conferences and our own series of information sessions. In 2021, we spent more than \$2.9

billion with diverse suppliers and more than \$1.6 billion with small businesses. Our Tier II suppliers (suppliers that provide products or services to our Tier I suppliers) yielded more than \$860,000 in spend.

CVS Health's commitment to gender equality is inclusive. Supporting transgender individuals through access to health care is an important way CVS Health is driving change. Knowing how and where to find a provider who can address their unique needs may be a challenge for transgender individuals. Issues around transgender health care and the patient experience are the driving force behind our second CVS Health/Accenture LGBTQ Health Equity Speaker Series session. The session addressed reviewing current transgender patient experiences and what they should be, implementing national policy and legislation for transgender health care, building stronger health care expertise networks to connect patients to the right care and leveraging pandemic-accelerated telehealth technology and models to bridge gaps in care.

Our contributions to the SDGs



Goal 8: Decent Work and Economic Growth

In 2021, we hired more than 154,000 new colleagues and paid \$16.8 billion in wages, \$2.7 billion in benefits, and \$5 billion in income, property and employer taxes in the U.S. In 2021, we opened more Workforce Innovation and Talent Centers (WITCs) than we have ever in a one-year span — one location in Pittsburgh and two locations in Philadelphia. This number will continue to grow as we expand our reach in supporting communities. We currently have 44 Workforce Innovation Labs (WILs) — mock stores/simulated sites — across the country. We house these labs inside of our WITCs and select community-based organizations, schools and agencies we support. The WILs offer pre-employment training, skill building and education to individuals before they join a more hands-on program with CVS Health, allowing our team to have a future pipeline of talent more prepared to engage with the workforce.

We further promoted inclusive economic growth and employment with our workforce development programs, through which we collaborate with local and national organizations to deliver meaningful skills and employment programming to thousands of participants each year. CVS Health began its partnership with the Hispanic Heritage Foundation in 2011,

sponsoring a newly created health care category of the HHF Youth Awards to help address underrepresentation of Hispanics in health care fields. Currently, CVS Health continues its annual sponsorship of the HHF Youth Awards health care category by providing 30 one-time grants to bronze, silver and gold level award recipients across 10 regions. Grant dollars may be used by recipients to fund their college education, or to fund a community service effort that tackles a social issue. The Youth Awards program is the main pipeline to the Hispanic Heritage Foundation's system of talent that prepares and positions Latino youth through the award-winning Latinos On Fast Track (LOFT) program as they transition from high school, to college, to graduate school and into their careers. Throughout the LOFT program, fellows from each category of the Youth Awards are provided with in-depth exposure to their respective industry, as well as networking opportunities with category sponsors such as CVS Health. Our Abilities in Abundance program provides employment programming and opportunity to people with disabilities. Additionally, we strive to increase awareness of the important role that customers and colleagues with disabilities play in our workforce, workplace and marketplace through our Capabilities CRG.

Our contributions to the SDGs



Goal 12: Responsible Consumption & Production

CVS Health is committed to mitigating our environmental impacts, identifying resource efficiencies and helping our colleagues and consumers to make sustainable choices. As a health care leader, we are committed to operating our business in a sustainable and environmentally responsible manner. In 2021, we established several policies to support this, such as our Responsible Water Use, Forestry, and Timber Commodities policies in addition to our Anti-Deforestation Commitment. We drastically reduced our weekly newspaper ad circular over the past year, moving our customers over to digital assets instead. We are also dedicated to providing our customers with quality store-brand products. We apply robust standards to

the production of every item to help ensure the highest level of product quality and safety, and continually look for opportunities to innovate our products to meet the evolving consumer desire to use sustainable materials. We have continued to enhance the sustainability of our Store Brands products packaging through engagement with WWF and their ReSource: Plastic initiative to ensure we're following best practices in managing our suppliers and the materials being used within our packaging portfolio. We're focused on reducing use of plastic and virgin materials and ensuring recyclability for all Store Brand products. In 2022, we were proud to join ReSource: Plastic as Principal Retail Member to support efforts to establish high standards on plastic sourcing for the retail industry.



Goal 13: Climate Action

The health of the environment impacts the people and communities we serve. We understand that climate change affects human health, including increases in heat-related illnesses, with new scientific findings illustrating the severity of this challenge every year.

We continue to make substantial progress against our sustainability strategy and are proud to be one of the first companies in the world to have our net-zero targets validated by the Science-Based Targets Initiative's (SBTi) net-zero methodology. We've set an ambitious goal to reduce our overall environmental impact by at least 50 percent by 2030 and achieve net-zero emissions by 2050.

In 2021, the CDP recognized us on its A-list and as a Supplier Engagement Leader for the third year in a row in recognition of our ongoing commitment to best practices in environmental impact management. For nine consecutive years, the Dow Jones Sustainability Indices has named us a leader in corporate sustainability. Every step of the way, we hold ourselves accountable by reporting under the leading environmental, social and governance frameworks, including the GRI, SASB, and TCFD.

Our contributions to the SDGs



Goal 15: Life on Land

CVS Health strives to use resources sustainably to prevent damage to our planet's natural habitats. We continue to operate in a sustainable and environmentally responsible manner despite continued challenges presented by the COVID-19 pandemic. Throughout 2021, we piloted innovative sustainability solutions to reduce the resources we consume and the waste we generate.

We've invested \$5 million in the Consortium to Reinvent the Retail Bag's three-year Beyond the Bag initiative to identify, pilot and implement new design solutions and models to create an improved customer experience without unintended environmental consequences. In 2021, the coalition launched a series of pilot programs across a total of nine CVS Pharmacy, Target, and Walmart stores in Northern California to help evaluate and refine winning solutions from the Beyond the Bag challenge. The designs tested various factors of feasibility and desirability, including decomposable materials, dispense and return systems and reward or incentive programs. The lessons learned from the pilots will help inform further iterations of the solutions, as well as where more testing and investment is needed.

The widespread use of pesticides and the degradation of habitat has caused steep declines in populations of pollinators — the birds, bats, insects and especially bees that are so vital to the health and dependability of the global food-supply system. Some of the same chemicals used in pest management have also been linked to significant health hazards for agricultural workers and the communities surrounding agricultural lands.

In 2021, we worked with Friends of the Earth to develop a policy that would reduce the presence of harmful pesticides in our private-label supply chain for food and beverage product. This policy encourages suppliers to avoid chemicals such as neonicotinoids and glyphosate, as well as promotes use of the Environmental Protection Agency's Integrated Pest Management strategies. Additionally, we developed new policies in 2021 for timber commodities, anti-deforestation, and responsible water use, to drive climate progress and ensure responsible use of our natural resources.

Environmental data

Additional information on our climate-related progress, including our TCFD reporting can be found on our [website](#).

Total Energy Usage by Type (2019–2021)

	Electricity (Million MWH)	Natural Gas (Million Therms)	Propane & Oil (Therms)	Fuel Consumption (Million Gallons)*
2019	2.6	14.6	476,212	12.6
2020	2.5	13.4	423,517	10.3
2021	2.4	14.4	461,351	11.8

*Scope 1 and 2 market-based method



Environmental data

Progress Towards 1.5-degree SBT 2019–2021, 2019 baseline

Baseline Year	CO ₂ e* (MT)	Reduction against baseline
2019	1,193,890	N/A
2020	1,142,764	-4%
2021	1,070,042	-10%
2030 Target	570,349	-47%

*Scope 1 and 2 market-based method



Environmental data

GHG emissions by scope 2019–2021

A breakdown of Scope 1, 2 and 3 data is included below. The baseline year for data provided is 2019; 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.

GHG Emissions (Metric Tonnes of CO₂e) 2019–2021

Scope 1 Breakdown	2021		2020		2019	
	Tonnes of CO ₂ e	% of total emissions	Tonnes of CO ₂ e	% of total emissions	Tonnes of CO ₂ e	% of total emissions
Scope 1 Total	188,257	18%	165,384	14%	157,199	13%
Natural Gas	76,472	7%	71,341	6%	77,664	7%
Other Fuels	3,006	0%	2,788	0%	3,104	0%
Corporate Fleets	9,133	1%	10,287	1%	8,861	1%
Private Delivery Fleet	30,763	3%	29,488	3%	30,250	3%
Refrigerants	65,946	6%	49,317	4%	30,681	3%
Air Fleet	3,016	0%	3,164	0%	6,639	1%

Scope 2 Breakdown	2021		2020		2019	
	Tonnes of CO ₂ e	% of total emissions	Tonnes of CO ₂ e	% of total emissions	Tonnes of CO ₂ e	% of total emissions
Scope 2* Total	881,786	82%	977,380	86%	1,036,690	87%
Electricity*, Steam and Chilled Water	881,786	82%	977,380	86%	1,036,690	87%
Scope 1 and 2* Total	1,070,042	100%	1,142,764	100%	1,193,890	100%

*Market Based

Environmental data

GHG Emissions (Metric Tonnes of CO₂e) 2019–2021

Scope 3 Breakdown	2021		2020		2019	
	Tonnes of CO ₂ e	% of total emissions	Tonnes of CO ₂ e	% of total emissions	Tonnes of CO ₂ e	% of total emissions
Scope 3 Total	6,663,133	100%	10,733,098	100%	21,682,087	100%
1. Purchased Goods and Services	5,466,110	82%	9,424,547	86.5%	20,258,908	93.8%
2. Capital Goods	811,709	12.2%	961,988	9.3%	1,011,730	6%
3. Upstream T&D Losses	50,881	0.8%	49,817	0.4%	51,657	0%
4. Upstream Transportation	0	0%	0	0.0%	0	0%
5. Waste	132,727	2%	101,043	0.6%	116,374	0%
6. Business Travel	28,827	0.4%	24,656	0.2%	106,796	1%
Business Air Travel	6,000	0.1%	12,289	0.1%	77,964	0.5%
Rental Cars	3,382	0.1%	3,098	0.0%	10,199	0.1%
Personal Cars	19,444	0.3%	9,268	0.1%	18,632	0.1%
7. Employee Commuting	20,404	0.3%	20,400	0%	20,400	0%
8. Upstream Leased Assets	0	0%	0	0%	0	0%
9. Downstream Transportation & Distribution	152,475	2.3%	150,648	0.4%	116,222	0.5%
10. Processing of Sold Products	0	0	0	0%	0	0%
11. Use of Sold Products	0	0	0	0%	0	0%
12. End-of-Life of Sold Products	0	0	0	0%	0	0%
13. Downstream Leased Assets	0	0	0	0%	0	0%

Environmental data

GHG Emissions (Metric Tonnes of CO₂e) 2019–2021

Scope 3 Breakdown	2021		2020		2019	
	Tonnes of CO ₂ e	% of total emissions	Tonnes of CO ₂ e	% of total emissions	Tonnes of CO ₂ e	% of total emissions
14. Franchises	0	0	0	0%	0	0%
15. Investments	0	0	0	0%	0	0%

Hazardous waste disposal methods 2019–2021

Waste Disposal Methods	2021		2020		2019	
	Waste in Tonnes	%	Waste in Tonnes	%	Waste in Tonnes	%
Waste Recovered (including Energy Recovery)	2,430	43%	2,331	56%	2,082	44.94%
Waste Recycled	1,780	32%	744	17%	391	8.39%
Waste Reused	0.2	0%	0.2	<1%	511	9.6%
Waste Incinerated	1,139	20%	1,038	24%	1,328	29.93%
Waste to Landfill	291	5%	159	4%	0	0%
Total Waste Generated	5,640	100%	4,272	100%	4,385	100%

Recycling impact

Our overall diversion rate for 2021 is 50 percent, meaning we diverted half of all waste away from the landfill for the year.

193,679 tons were recycled through all programs at retail stores, corporate offices and distribution centers (including Coram, Caremark and Omnicare®).

Seven tons of plastic bags were diverted from landfills to our plastic bag recycling program (G2).



Water data

Water use intensity measurement (2019–2021)

	Total Water Usage (ML)	SF of Retail Space (Millions)	Normalized Water Usage (Per SF of Retail Space in ML)
2019	6,065	80.6	0.00008
2020	5,612	80.4	0.000070
2021	5,728	79.9	0.000072



In 2021, our water usage per square foot of retail space increased by 2.6 percent, and our total water use increased by two percent from 2020 due to a slight rebound as business returned to normal following the worst impacts of the COVID-19 pandemic. Through the implementation of high-efficiency fixtures and policy improvements, total water use per square foot has decreased 5.1 percent from the 2019 baseline.

Social compliance audit summary

As indicated in our Human Rights policy, we require our suppliers and their factories to provide fair and safe working conditions for all workers, and to treat their employees with dignity and respect. Through risk-based audits conducted by our independent third-party, UL, our Ethical Sourcing & Customs Trade Partnership Against Terrorism (CTPAT) Compliance Program monitors factories for compliance with social, legal and trade security standards. Since 2015, we have mandated that factories, along with their suppliers, participate in e-learning on those topics. In addition to our mandated e-learning, we also conducted multiple live remote training sessions for our suppliers and factories to further reinforce our policies.

CVS Health maintains a strict zero-tolerance policy when auditing factories and we take this commitment seriously. If a zero-tolerance issue is found, the factory is immediately put on probation and orders are canceled. Alert Notification issues are serious issues that require immediate action. If an Alert Notification issue is found during an audit, factories must provide evidence that the issue has been addressed and undergo a verification process. Failure to successfully complete the verification process will result in the factory being placed on probation. A probationary period lasts one year, after which we conduct a new audit to determine if we will work together again.



Social compliance audit summary

Zero Tolerance Issues	Number of Factories Found to Have an Issue
Child Labor	1
Abuse and Harassment	0
Bribery	0
Forced or Prison Labor, Human Trafficking	0
Confirmed Falsified Audit Report and/or Business License	0

Alert Notification Issues	Number of Factories Found to Have an Issue	Action Taken
Life Threatening Finding (Locked/ Blocked Exits, Blocked Pathways)	34	<p>The factories resolved the issue(s) immediately and provided evidence that the issue(s) had been corrected.</p> <ul style="list-style-type: none"> • 31 of the factories underwent the verification process to ensure that this was not a reoccurring issue. • 1 of the factories was put on probation as a result of the verification process • 1 of the factories did not go through the verification process due to order cancellation • 1 of the factories did not go through the verification process due to being put on probation for overall repeated poor performance.
Discrimination	4	<p>All factories resolved the issue(s) immediately and provided evidence that the issue(s) had been corrected. All factories underwent the verification process to ensure this was not a reoccurring issue(s).</p>
Non-disclosure of Finished Goods Subcontracting (Tier 1 Subcontractors)	6	<p>The supplier and factory immediately provided information on their Tier 1 subcontractor and all Tier 1 subcontractors were audited.</p>
Missing Business License	0	N/A

Global Reporting Initiative (GRI) Index

Organizational Profile

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
102-1	Name of the organization	CVS Health
102-2	Activities, brands, products and services	Corporate Profile, p. 5, 2021 ESG Report, Corporate Profile, p. 3, 2021 ESG Report Appendix
102-3	Locations of headquarters	Corporate Profile, p. 5, 2021 ESG Report, Corporate Profile, p. 3, 2021 ESG Report Appendix
102-4	Locations of operations	Corporate Profile, p. 5, 2021 ESG Report, Corporate Profile, p. 3, 2021 ESG Report Appendix
102-5	Ownership and legal form	CVS Health is a publicly traded corporation on the New York Stock Exchange. Ticker symbol: CVS
102-6	Markets served	Corporate Profile, p. 5, 2021 ESG Report, Corporate Profile, p. 3, 2021 ESG Report Appendix
102-7	Scale of the organization	Corporate Profile, p. 5, 2021 ESG Report, Corporate Profile, p. 3, 2021 ESG Report Appendix
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 nearly 9,900+ retail locations located primarily in the U.S. Human Capital and Diversity Data, p. 37, 2021 ESG Report Appendix
102-9	Supply chain	Corporate Profile, p. 5, 2021 ESG Report, Corporate Profile, p. 3, 2021 ESG Report Appendix
102-10	Significant changes to the organization and its supply chain	Corporate Profile, p. 5, 2021 ESG Report, Corporate Profile, p. 3, 2021 ESG Report Appendix
102-11	Precautionary principle or approach	We do not have a formal policy regarding the precautionary principle. All Store Brand products must comply with FDA and government requirements and adhere to our Cosmetic Safety Policy , Restricted Substance List and Animal Testing Policy . These policies outline our commitment to providing customers with safe products, should an ingredient be suspected of causing harm. We also take a proactive approach to risk management, including climate change, and perform regular reviews of risks in our operations and supply chain.
102-12	External initiatives	Stakeholder Engagement, p. 25, 2021 ESG Report Appendix
102-13	Membership of associations	CVS Health Website: Stakeholder Engagement

GRI Index

Strategy

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
102-14	Statement from senior decision-maker	Letter from CEO and Chair of the Board, p. 3, 2021 ESG Report Letter from Chief People Officer, p. 4, 2021 ESG Report
102-15	Key impacts, risks and opportunities	CVS Health Form 10-K; ESG Prioritization Assessment, p. 8, 2021 ESG Report Appendix; Stakeholder Engagement, p. 25, 2021 ESG Report Appendix

Ethics and Integrity

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
102-16	Values, principles, standards and norms of behavior	ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix
102-17	Mechanisms for advice and concerns about ethics	<u>CVS Health Code of Conduct</u> ; CVS Health Ethics Line 1-877-CVS-2040

Governance

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
102-18	Governance structure	ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix; Conducting Business with Integrity, p. 37, 2021 ESG Report
102-19	Delegating authority	ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix
102-20	Executive-level responsibility for economic, environmental and social topics	ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix
102-21	Consulting stakeholders on economic, environmental, and social topics	ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix; Stakeholder Engagement, p. 25, 2021 ESG Report Appendix
102-22	Composition of the highest governance body and its committees	Committees of the Board, 2021 Proxy Statement
102-23	Chair of the highest governance body	Board Structure and Processes, 2021 Proxy Statement
102-24	Nominating and selecting the highest governance body	<u>CVS Health Corporate Governance Guidelines</u>

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Governance

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
102-25	Conflicts of interest	Related Person Transaction Policy, 2021 Proxy Statement
102-26	Role of highest governance body in setting purpose, values and strategy	ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix
102-27	Collective knowledge of highest governance body	Committees of the Board, 2021 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	ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix
102-30	Effectiveness of risk management processes	ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix
102-31	Review of economic, environmental and social topics	ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix; ESG Prioritization Assessment, p. 8, 2021 ESG Report Appendix
102-32	Highest governance body's role in sustainability reporting	ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix
102-33	Communicating critical concerns	ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix; Stakeholder Engagement, p. 25, 2021 ESG Report Appendix
102-34	Nature and total number of critical concerns	Stakeholder Engagement, p. 25, 2021 ESG Report Appendix
102-35	Remuneration policies	Compensation Discussion and Analysis, 2021 Proxy Statement
102-36	Process for determining remuneration	Compensation Discussion and Analysis, 2021 Proxy Statement
102-37	Stakeholders' involvement in remuneration	Compensation Discussion and Analysis, 2021 Proxy Statement
102-38	Annual total compensation ratio	Compensation Discussion and Analysis, 2021 Proxy Statement

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Stakeholder Engagement

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
102-40	List of stakeholder groups	Stakeholder Engagement, p. 25, 2021 ESG Report Appendix
102-41	Collective bargaining agreements	<p>As of December 31, 2021, 7 percent of employees were covered by collective bargaining agreements.</p> <p>In the fall of 2021, CVS Health finalized the negotiation of a successor collective bargaining agreement with eight union locals representing our employees in many of our California retail locations. Through good faith negotiations, we were able to address the concerns of our employees related to health care costs, store safety and wages. The final agreement was endorsed by all of the unions and overwhelmingly ratified by our employees. Wage increases have already been implemented in these locations.</p>
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, p. 25, 2021 ESG Report Appendix
102-43	Approach to stakeholder engagement	Stakeholder Engagement, p. 25, 2021 ESG Report Appendix
102-44	Key topics and concerns raised	Stakeholder Engagement, p. 25, 2021 ESG Report Appendix

Reporting Practice

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
102-45	Entities included in the consolidated financial statements	About this Report, p. 68, 2021 ESG Report; 2021 Proxy Statement
102-46	Defining report content and topic boundaries	About this Report, p. 68, 2021 ESG Report; ESG Prioritization Assessment, p. 8, 2021 ESG Report Appendix
102-47	List of material topics	ESG Prioritization Assessment, p. 8, 2021 ESG Report Appendix
102-48	Restatements of information	We have made no material restatements of information provided in previous ESG Reports.
102-49	Changes in reporting	About this Report, p. 68, 2021 ESG Report;
102-50	Reporting period	January 1, 2021–December 31, 2021
102-51	Date of most recent report	April 2021

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Reporting Practice

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	Please submit questions or feedback regarding this report and our ESG strategy to CSR@CVSHealth.com , or: CVS Health Corporation Attn: SVP and CSO, 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 with reference to 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, Apex Company, to verify our carbon footprint data.

201: Economic Performance

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Corporate Profile, p. 5, 2021 ESG Report Appendix; ESG Strategy & Governance, p. 3, 2021 ESG Report Appendix; ESG Prioritization Assessment, p. 8, 2021 ESG Report Appendix
103-2	The management approach and its components	Corporate Profile, p. 5, 2021 ESG Report Appendix; ESG Strategy & Governance, p. 3, 2021 ESG Report Appendix; ESG Prioritization Assessment, p. 8, 2021 ESG Report Appendix
103-3	Evaluation of the management approach	Corporate Profile, p. 5, 2021 ESG Report Appendix; ESG Strategy & Governance, p. 3, 2021 ESG Report Appendix; ESG Prioritization Assessment, p. 8, 2021 ESG Report Appendix
201-1	Direct economic value generated and distributed	CVS Health Form 10-K
201-2	Financial implications and other risks and opportunities due to climate change	<u>CVS Health Task Force on Climate-Related Financial Disclosures</u>

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203: Indirect Economic Impacts

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Corporate Profile, p. 5, 2021 ESG Report Appendix; ESG Strategy & Governance, p. 3, 2021 ESG Report Appendix; ESG Prioritization Assessment, p. 8, 2021 ESG Report Appendix
103-2	The management approach and its components	Corporate Profile, p. 5, 2021 ESG Report Appendix; ESG Strategy & Governance, p. 3, 2021 ESG Report Appendix; ESG Prioritization Assessment, p. 8, 2021 ESG Report Appendix
103-3	Evaluation of the management approach	Corporate Profile, p. 5, 2021 ESG Report Appendix; ESG Strategy & Governance, p. 3, 2021 ESG Report Appendix; ESG Prioritization Assessment, p. 8, 2021 ESG Report Appendix
203-2	Significant indirect economic impacts	Providing Workforce Development, p. 30, 2021 ESG Report; Diversifying the Supply Chain, p. 36, 2021 ESG Report

204: Procurement Practices

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Diversifying the Supply Chain, p. 36, 2021 ESG Report
103-2	The management approach and its components	Diversifying the Supply Chain, p. 36, 2021 ESG Report
103-3	Evaluation of the management approach	Diversifying the Supply Chain, p. 36, 2021 ESG Report
204-1	Proportion of spending on local suppliers	More than \$102 million was spent on diverse and small business suppliers located in Rhode Island and Connecticut.

205: Anti-Corruption

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Conducting Business with Integrity, p. 37, 2021 ESG Report
103-2	The management approach and its components	Conducting Business with Integrity, p. 37, 2021 ESG Report
103-3	Evaluation of the management approach	Conducting Business with Integrity, p. 37, 2021 ESG Report
205-2	Communication and training about anti-corruption policies and procedures	Conducting Business with Integrity, p. 37, 2021 ESG Report

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301: Materials

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Operations - Reducing Resource Consumption, p. 59, 2021 ESG Report
103-2	The management approach and its components	Sustainable Operations - Reducing Resource Consumption, p. 59, 2021 ESG Report
103-3	Evaluation of the management approach	Sustainable Operations - Reducing Resource Consumption, p. 59, 2021 ESG Report
301-2	Recycled input materials used	Sustainable Operations - Reducing Resource Consumption, p. 59, 2021 ESG Report
301-3	Reclaimed products and their packaging materials	Sustainable Operations - Reducing Resource Consumption, p. 59, 2021 ESG Report

302: Energy

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	A More Energy Efficient Footprint, p. 59, 2021 ESG Report
103-2	The management approach and its components	A More Energy Efficient Footprint, p. 59, 2021 ESG Report
103-3	Evaluation of the management approach	A More Energy Efficient Footprint, p. 59, 2021 ESG Report
302-1	Energy consumption within the organization	Total Energy Usage by Type, GHG Emissions, Environmental Data, p. 60, 2021 ESG Report Appendix; A More Energy Efficient Footprint, p. 60, 2021 ESG Report



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303: Water

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Responsible Water Usage, p. 62, 2021 ESG Report
103-2	The management approach and its components	Responsible Water Usage, p. 62, 2021 ESG Report
103-3	Evaluation of the management approach	Responsible Water Usage, p. 62, 2021 ESG Report
303-1	Water withdrawals by source	Water Use Intensity Measurement, Environmental Data, p. 66, 2021 ESG Report Appendix



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305: Emissions

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Our Climate Action Strategy, p. 58, 2021 ESG Report; Path to Net-Zero, p. 58, 2021 ESG Report
103-2	The management approach and its components	Our Climate Action Strategy, p. 58, 2021 ESG Report; Path to Net-Zero, p. 58, 2021 ESG Report
103-3	Evaluation of the management approach	Our Climate Action Strategy, p. 58, 2021 ESG Report; Path to Net-Zero, p. 58, 2021 ESG Report
305-1	Direct (Scope 1) GHG emissions	GHG Emissions, Environmental Data, p. 63, 2021 ESG Report Appendix
305-2	Indirect (Scope 2) GHG emissions	GHG Emissions, Environmental Data, p. 63, 2021 ESG Report Appendix
305-3	Other indirect (Scope 3) GHG emissions	GHG Emissions, Environmental Data, p. 63, 2021 ESG Report Appendix
305-4	GHG emissions intensity	GHG Emissions, Environmental Data, p. 63, 2021 ESG Report Appendix
305-5	Reduction of GHG emissions	GHG Emissions, Environmental Data, p. 63, 2021 ESG Report Appendix

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306: Effluents and Waste

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Sustainable Operations - Reducing Resource Consumption, p. 59, 2021 ESG Report
103-2	The management approach and its components	Sustainable Operations - Reducing Resource Consumption, p. 59, 2021 ESG Report
103-3	Evaluation of the management approach	Sustainable Operations - Reducing Resource Consumption, p. 59, 2021 ESG Report
306-2	Waste by type and disposal method	Hazardous Waste Disposal Methods, p. 64, 2021 ESG Report Appendix

308: Supplier Environmental Assessment

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	We are committed to mitigating our impacts by collaborating with suppliers to reduce the environmental footprint of the products we purchase and sell. Climate Change Policy Statement ; Responsible Sourcing Standard
103-2	The management approach and its components	Climate Change Policy Statement ; Responsible Sourcing Standard
103-3	Evaluation of the management approach	Climate Change Policy Statement ; Responsible Sourcing Standard

401: Employment

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Colleague Safety and Well-being, p. 39, 2021 ESG Report
103-2	The management approach and its components	Colleague Safety and Well-being, p. 39, 2021 ESG Report
103-3	Evaluation of the management approach	Colleague Safety and Well-being, p. 39, 2021 ESG Report

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401: Employment

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
401-1	New employee hires and employee turnover	Total number of new employee hires in 2021: 154,288 Involuntary employee turnover in 2021 was 4.5 percent. Voluntary employee turnover in 2021 was 36.7 percent
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	CVS Health Website: Benefits

403: Occupational Health and Safety

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Colleague Safety and Well-being, p. 39, 2021 ESG Report
103-2	The management approach and its components	Colleague Safety and Well-being, p. 39, 2021 ESG Report
103-3	Evaluation of the management approach	Colleague Safety and Well-being, p. 39, 2021 ESG Report
403-2	Types of injury and rates of injury, occupational diseases, lost days, absenteeism and number of work-related fatalities	Colleague Safety and Well-being, p. 39, 2021 ESG Report
403-3	Promotion of worker health	Colleague Safety and Well-being, p. 39, 2021 ESG Report
403-6	Occupational health services	Colleague Safety and Well-being, p. 39, 2021 ESG Report

404: Training and Education

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Providing Workforce Development, p. 30, 2021 ESG Report
103-2	The management approach and its components	Providing Workforce Development, p. 30, 2021 ESG Report

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404: Training and Education

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-3	Evaluation of the management approach	Providing Workforce Development, p. 30, 2021 ESG Report
404-2	Programs for upgrading employee skills and transition assistance programs	Providing Workforce Development, p. 30, 2021 ESG Report

405: Diversity and Equal Opportunity

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Our Commitment to Social Justice and Equity, p. 29, 2021 ESG Report
103-2	The management approach and its components	Our Commitment to Social Justice and Equity, p. 29, 2021 ESG Report
103-3	Evaluation of the management approach	Our Commitment to Social Justice and Equity, p. 29, 2021 ESG Report
405-1	Diversity of governance bodies and employees	Our Commitment to Social Justice and Equity, p. 29, 2021 ESG Report; Human Capital and Diversity Data, p. 37, 2021 ESG Report Appendix; Director Qualification Criteria; Diversity, 2021 Proxy Statement

408: Child Labor

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Upholding Leading Governance Practices, p. 37, 2021 ESG Report; Human Rights Policy
103-2	The management approach and its components	Upholding Leading Governance Practices, p. 37, 2021 ESG Report; Human Rights Policy
103-3	Evaluation of the management approach	Upholding Leading Governance Practices, p. 37, 2021 ESG Report; Human Rights Policy
408-1	Operations and suppliers at significant risk for incidents of child labor	Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix

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412: Human Rights Assessment

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Upholding Leading Governance Practices, p. 37, 2021 ESG Report; Human Rights Policy
103-2	The management approach and its components	Upholding Leading Governance Practices, p. 37, 2021 ESG Report; Human Rights Policy
103-3	Evaluation of the management approach	Upholding Leading Governance Practices, p. 37, 2021 ESG Report; Human Rights Policy
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix

414: Supplier Social Assessment

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Upholding Leading Governance Practices, p. 37, 2021 ESG Report; Human Rights Policy
103-2	The management approach and its components	Upholding Leading Governance Practices, p. 37, 2021 ESG Report; Human Rights Policy
103-3	Evaluation of the management approach	Upholding Leading Governance Practices, p. 37, 2021 ESG Report; Human Rights Policy

415: Public Policy

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	CVS Health Website: Public Policy ; Advocating for Better Health, p. 40, 2021 ESG Report
103-2	The management approach and its components	CVS Health Website: Public Policy ; Advocating for Better Health, p. 40, 2021 ESG Report
103-3	Evaluation of the management approach	CVS Health Website: Public Policy ; Advocating for Better Health, p. 40, 2021 ESG Report
415-1	Political contributions	CVS Health Website: Political Activities and Contributions ; 2021 Political Activities and Contributions Report

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416: Customer Health and Safety

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Health and Wellness for Every Consumer, p. 25, 2021 ESG Report
103-2	The management approach and its components	Health and Wellness for Every Consumer, p. 25, 2021 ESG Report
103-3	Evaluation of the management approach	Health and Wellness for Every Consumer, p. 25, 2021 ESG 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>Health and Wellness for Every Consumer, p. 25, 2021 ESG Report; 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 continually assessed to meet the highest standards of safety and quality.</p>

417: Marketing and Labeling

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Diversifying the Supply Chain, p. 36, 2021 ESG Report; CVS Health Website: Tested to Be Trusted ; Cosmetic Safety Policy ; CVS Store Brand Restricted Substances List ; Commitment to Responsible Marketing Practices
103-2	The management approach and its components	Diversifying the Supply Chain, p. 36, 2021 ESG Report; CVS Health Website: Tested to Be Trusted ; Cosmetic Safety Policy ; CVS Store Brand Restricted Substances List ; Commitment to Responsible Marketing Practices
103-3	Evaluation of the management approach	Diversifying the Supply Chain, p. 36, 2021 ESG Report; CVS Health Website: Tested to Be Trusted ; Cosmetic Safety Policy ; CVS Store Brand Restricted Substances List ; Commitment to Responsible Marketing Practices
417-1	Requirements for product and service information and labeling	Diversifying the Supply Chain, p. 36, 2021 ESG Report; CVS Health Website: Tested to Be Trusted ; Cosmetic Safety Policy ; CVS Store Brand Restricted Substances List ; Commitment to Responsible Marketing Practices

GRI Index

418: Customer Privacy

GRI Disclosure No.	GRI Disclosure Title	2021 CVS Health Response
103-1	Explanation of the material topic and its boundary	Enhancing Information Security, p. 37, 2021 ESG Report; Protecting Your Privacy, p. 39, 2021 ESG Report
103-2	The management approach and its components	Enhancing Information Security, p. 37, 2021 ESG Report; Protecting Your Privacy, p. 39, 2021 ESG Report
103-3	Evaluation of the management approach	Enhancing Information Security, p. 37, 2021 ESG Report; Protecting Your Privacy, p. 39, 2021 ESG Report
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	We publicly report breaches as required to the U.S. Department of Health and Human Services (HHS) Office of Civil Rights. See Breach Portal .



Culture of Health for Business (COH4B) Index

Strategic

Culture of Health Business Practices	Definition	2021 CVS Health Response
Health culture	Promoting an organizational culture of health (over and above wellness and health promotion program)	Corporate Profile, p. 5, 2021 ESG Report; Letter from CEO and Chair of the Board, p. 3, 2021 ESG Report; Letter from Senior Vice President, Corporate Social Responsibility and Philanthropy and Chief Sustainability Officer, p. 4, 2021; ESG Strategy & Governance, p. 4, 2021 ESG Report Appendix
Responsible corporate political activity	Activity that shapes public policy or public opinion	CVS Health Website: Public Policy ; Advocating for Better Health, p. 45, 2021 ESG Report
Responsible marketing practices	Commitments to responsible marketing including labeling transparency	Serving a Diverse Marketplace, p. 37, 2021 ESG Report; CVS Health Website: Tested to Be Trusted ; Cosmetic Safety Policy ; CVS Store Brand Restricted Substances List ; Commitment to Responsible Marketing Practices

Policies and Benefits

Culture of Health Business Practices	Definition	2021 CVS Health Response
Health promotion & wellness	Health initiatives that generally offer screening, prevention and health promotion	Health and Wellness for Every Consumer, p. 25, 2021 ESG Report
Paid family and medical leave	Allowing employees to earn pay while away attending to illness, a family member or newborn	Colleague Safety and Well-being, p. 39, 2021 ESG Report Additionally, our full-time employees who welcome a new child into their home can take up to four weeks away from work at 100 percent of their pay to help ensure the newest addition to their family gets off to a strong start in life.
Health insurance	Providing employer-based health insurance	Colleague Safety and Well-being, p. 39, 2021 ESG Report; CVS Health Website: Benefits
Equality, diversity and impartiality	Managing inequality, discrimination and diversity, including disability	Our Commitment to Social Justice and Equity, p. 29, 2021 ESG Report
Financial literacy	Providing financial literacy resources	Colleague Safety and Well-being, p. 39, 2021 ESG Report; CVS Health Website: Benefits

COH4B Index

Workforce and Operations

Culture of Health Business Practices	Definition	2021 CVS Health Response
Work time	Managing working hours, schedules and schedule control	CVS Health offers flexible scheduling arrangements to eligible employees by having a policy in place for alternative work arrangements (AWA). We may also consider requests for AWA when such arrangements would mutually serve the best interest of the company and the eligible employee, and meet the operational and business needs of CVS Health. Types of AWAs recognized by CVS Health include: Work from Home, Flexible Work Arrangement (compressed workweek), Flextime, Job Sharing and Part-time.
Job security	Managing job insecurity as perceived (by the employee) or attributed (by researchers)	2021 Proxy Statement
Pay practices	Managing wage policies, minimum wages, and wage satisfaction	2021 Proxy Statement
Occupational health and safety	Mandatory and voluntary occupational health and safety	Colleague Safety and Well-being, p. 39, 2021 ESG Report
Physical environment	Managing air quality, lighting, green buildings, and attempts to promote health through the built environment other than OHS	Colleague Safety and Well-being, p. 39, 2021 ESG Report; Sustainable Operations - Reducing Resource Consumption, p. 67, 2021 ESG Report; Empowering Colleagues to Become Sustainability Champions, p. 69, 2021 ESG Report



COH4B Index

Community

Culture of Health Business Practices	Definition	2021 CVS Health Response
Community environmental impacts	Managing the environmental impacts of company operations on communities	GHG Emissions, Environmental Data, p. 67, 2021 ESG Report Appendix
Social capital & cohesion	Encouraging links, shared values and understanding	Stakeholder Engagement. p. 25, 2021 ESG Report Appendix
Community involvement	Investments in programs to benefit communities, including disaster response and recovery	Building Healthy Communities, p. 49, 2021 ESG Report



Sustainability Accounting Standards Board (SASB) Index

Environment

Energy Consumption (Global)	2021
Total Energy	10,850,521GJ
Proportion of power use from renewable sources	0.23%
Proportion of power use from grid electricity	99.77%

Water Management	2021
Total water withdrawn	5,728 thousand cubic meters (m ³)
Percent water withdrawn in regions with High or Extremely High Baseline Water Stress	41%
Total water consumed	1.179 thousand cubic meters (m ³)
Percent water consumed in regions with High or Extremely High Baseline Water Stress	57%

Waste Management	2021
Total amount of hazardous waste	3,233 metric tons (t)
(1) Percent incinerated	26.9%
(2) Percent recycled or treated	72.5%
(3) Percent landfilled	0.6%
Total amount of non-hazardous pharmaceutical waste	365.44 metric tons (t)
(1) Percent incinerated	99.95%
(2) Percent recycled or treated	0.05%
(3) Percent landfilled	0%

SASB Index

Leadership and Governance

Systemic Risk Management	
Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities	2021 Proxy

Human Capital

Employee Health & Safety	2021
Total recordable incident rate (TRIR)	2.1%
Days away, restricted or transferred (DART) rate	DC = 6,861; Retail = 52,071

Employee Recruitment, Development & Retention	2021
Physicians	
(1) Voluntary turnover rate	9.5%
(2) Involuntary turnover rate	1.7%
Non-physician health care practitioners	
(1) Voluntary turnover rate	22.8%
(2) Involuntary turnover rate	1.4%
All other employees	
(1) Voluntary turnover rate	25.1%
(2) Involuntary turnover rate	4.6%
Description of talent recruitment and retention efforts for health care practitioners	Health Care Careers Site

SASB Index

Human Capital

Labor Practices	2021
Average Hourly Wage	\$27.87
Management	
Percentage Female	55%
Percentage White	65%
Percentage Diverse	35%
Percentage Black	9%
Percentage Asian	12%
Percentage more than one ethnicity	2%
Percentage unknown	3%
All employees	
Percentage Female	71%
Percentage Hispanic	15%
Percentage White	49%
Percentage Black	17%
Percentage Asian	11%
Percentage more than one ethnicity	3%
Percentage unknown	2%

SASB Index

Human Capital

Incorporation of Environmental, Social and Governance Factors in Investment Management	2021
Total invested assets, by industry and asset class	<u>Investments</u>

Social Capital

Data Security & Privacy	
Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	<p>Data privacy has become increasingly important to our members, patients, customers and colleagues. They have trusted us with their personal health data, and we strive to maintain their trust by protecting and safeguarding that information. This work goes beyond educating customers and internal stakeholders on the policies and processes required for maintaining a compliant privacy program. It extends to using data in a way that is consistent with our corporate strategy – by being transparent with consumers and patients about how we use and protect their data in our privacy notices.</p> <p>Under the leadership of our Chief Privacy Officer, we ensure compliance with global data privacy regulatory requirements, identify and mitigate privacy risk, provide privacy training across the enterprise, and partner with business areas to integrate privacy into the design and development of systems, processes, products, and services. The CVS Health Privacy Office maintains and executes a robust privacy incident response program with a focus on privacy incident management that meets regulatory and customer expectations.</p> <p>Given consumer expectations, our increasing digital footprint, and the importance of accessibility to data, the CVS Health Privacy Office is closely connected to the centralized Information Governance team, whose mission is to promote a responsible data culture that delivers value to our patients, members, clients, and customers while protecting data and remaining compliant with laws and regulations.</p> <p>Our Privacy Policies can be found on our website.</p>
Description of approach to identifying and addressing data security risks	<p>As a leader in health care, we are committed to being among the best companies from a governance standpoint and maintain transparency and integrity across the ways we govern our business, including compliance, privacy and information security. We focus our efforts on responding to the needs of an increasingly digital society, and continually work to elevate our protection of personal and patient health information. We maintain and renew independent certification of essential security practices annually, as well as complete audits of our information controls. We assess and test our security processes on an annual basis.</p>

SASB Index

Social Capital

Management of Controlled Substances	2021
Description of policies and practices to manage the number of prescriptions issued for controlled substances	<p>CVS Health has made a commitment to help address the misuse of prescription opioids by designing programs and collaborating with community leaders, policymakers, law enforcement, health care professionals and others to increase community-based educational programs related to opioid misuse, create safe prescription drug disposal sites, expand access to life-saving antidotes and advocate for targeted and effective policies, locally and nationally.</p> <p>CVS Pharmacy also strengthened counseling for patients filling their first opioid prescription, helping them to understand the risk of dependence and addiction tied to duration of opioid use, the importance of keeping medications secure in the home and methods of proper disposal of unused medication.</p> <p>In 2018, our retail pharmacists received new training on medication assisted treatment (MAT), which provides strategies to work with patients, providers and colleagues in providing the most appropriate and compassionate care.</p> <p>Additionally, we're targeting medication misuse through the implementation of enhanced opioid utilization management for our CVS Caremark clients, who represent more than 100 million member lives. In line with the Guideline for Prescribing Opioids for Chronic Pain issued by the U.S. Centers for Disease Control and Prevention (CDC), updated standards for CVS Caremark members, unless prior authorization is given include: seven-day supply limits for acute pain where appropriate, morphine milligram equivalent quantity limits, and immediate release before extended-release step therapy.</p> <p>More information is available on our website.</p>
Transparent Information & Fair Advice for Customers	2021
Customer retention rate	PBM Client Satisfaction 99% ; HCB Commercial Client Satisfaction 94%
Pricing & Billing Transparency	2021
Description of policies or initiatives to ensure that patients are adequately informed about price before undergoing a procedure	We try to be as transparent as possible about the pricing of our products and services. For example, a full list of costs for all MinuteClinic services can be found online .
Discussion of how pricing information for services is made publicly available	We try to be as transparent as possible about the pricing of our products and services. For example, a full list of costs for all MinuteClinic services can be found online .

SASB Index

Business Model and Innovation

Policies Designed to Incentivize Responsible Behavior	2021
Discussion of products and/or product features that incentivize health, safety and/or environmentally responsible actions and/or behaviors	ESG Report

Climate Change Impacts on Human Health and Infrastructure	2021
Description of policies and practices to address:	
(1) The physical risks due to an increased frequency and intensity of extreme weather events	<p>Climate-related risks are included in our multi-disciplinary company-wide risk identification, assessment and management process. Acute, short-term climate-related physical risks are monitored every six months, or more frequently, including daily during hurricane and wildfire season. Medium- and long-term chronic physical risks are monitored annually or less frequently. We also consider technology, market, legal, reputational, current and emerging regulatory risks. This process applies to the company's enterprise operations. All risks are monitored up to the year 2040.</p> <p>The process for identifying and assessing risks at the company level is assigned to the head of each business unit (BUL). The Risk Management and Enterprise Risk and Resiliency (ERR) teams support BULs by presenting climate scenarios and conducting brainstorming sessions. BULs assess risks by quantifying potential impacts in financial terms. Emphasis is placed on reputational risk.</p> <p>Top risks for the company are maintained in a risk register by our CRO, the SVP, and Treasurer, which is presented annually to the Audit Committee of the Board of Directors, ensuring proper controls and mitigation plans are in place. Climate-related risks are treated the same as all other risks on the risk register.</p> <p>A description of processes for managing climate risks and how to respond to them: The top risks for the company make it on to the risk register and are prioritized for mitigation through ERR's strategic planning efforts. We have enterprise-wide risk mitigation protocols for physical climate-related risks from extreme weather, including with critical vendors and suppliers. During active situations, risks and threats are tracked in real-time by our Enterprise Risk Event Monitoring visualization system. We prioritize mitigation efforts based on the importance of the issue to the business, stakeholders, and the potential financial impact on the Company. Other major considerations include number of assets, colleagues and customers potentially affected.</p> <p>A description of processes for managing climate opportunities and how to respond to them: Each business unit is responsible for identifying, assessing and managing opportunities that may arise from climate change. Opportunities are capitalized upon if they are deemed profitable, practical and in line with business strategy. For example, energy efficiency opportunities are primarily identified and assessed in terms of their potential to reduce emissions in line with our 2030 Science-Based Target. The facilities unit also assesses opportunities in terms of financial impact as part of the planning and budgeting process, generally choosing to capitalize on opportunities that have a reasonable ROI. – 2020 CDP Climate Response</p>

SASB Index

Business Model and Innovation

Packaging Lifecycle Management	
<p>Discussion of strategies to reduce the environmental impact of packaging throughout its lifecycle</p>	<p>We're proud members of the Sustainable Packaging Coalition's How2Recycle program to promote recycling and educate consumers on how a product should be recycled through clear and easily understood labeling for consumers. In 2021, more than one-third of our Store Brand items carried How2Recycle labels offering shoppers useful information on responsibly disposing of product packaging. We are on pace to have implemented the How2Recycle process across 75% of our packaging by the end of this year and on 100 percent of store brand packaging by 2025.</p> <p>In 2021 we joined forces with WWF to complete an audit of plastic packaging within our Store Brand product portfolio. The audit showed that 62% of our products include plastic packaging. What we learned set the path for our sustainable packaging roadmap and the development of five key goals that will help us reduce our impact while offering innovative products to our customers.</p> <p>We are proud to join ReSource: Plastic as a Principal Retail Member to support efforts to establish high standards on plastic sourcing for the retail industry. We will measure our plastic and paper packaging inputs on an annual basis to meet our key packaging goals.</p>
Product Sourcing, Packaging & Marketing	
<p>Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products</p>	<p>We are committed to providing our customers with a range of sustainable and "Better for you" products that are efficacious and formulated in a way that inspires trust in our customers.</p> <p>Our suppliers adhere to our Store Brands Quality Assurance Agreement, which includes information about our restricted substances list and other requirements, which communicates our expectations to suppliers.</p>

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Business Model and Innovation

Product Sourcing, Packaging & Marketing	
<p>Discussion of strategies to reduce the environmental impact of packaging</p>	<p>We're proud members of the Sustainable Packaging Coalition's How2Recycle program to promote recycling and educate consumers on how a product should be recycled through clear and easily understood labeling for consumers. In 2021, more than one-third of our Store Brand items carried How2Recycle labels offering shoppers useful information on responsibly disposing of product packaging. We are on pace to have implemented the How2Recycle process across 75% of our packaging by the end of this year and on 100 percent of store brand packaging by 2025.</p> <p>In 2021 we joined forces with WWF to complete an audit of plastic packaging within our Store Brand product portfolio. The audit showed that 62% of our products include plastic packaging. What we learned set the path for our sustainable packaging roadmap and the development of five key goals that will help us reduce our impact while offering innovative products to our customers.</p> <p>We are proud to join ReSource: Plastic as a Principal Retail Member to support efforts to establish high standards on plastic sourcing for the retail industry. We will measure our plastic and paper packaging inputs on an annual basis to meet our key packaging goals.</p>

Activity Data

SASB Activity Data	2021
Number of pharmacy locations	10,346
Number of retail locations	10,143
Number of distribution centers	23
Total area of retail store space	9,782,890 m ²
Total area of retail space	7,546,429 m ²
Total area of distribution centers	989,655 m ²
Number of pharmacists	35,700

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Human Rights

UNGC Principle	Report Section or Other Documentation
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 40, 2021 ESG Report
Principle 2: make sure that they are not complicit in human rights abuses.	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 40, 2021 ESG Report

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;	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 40, 2021 ESG Report
Principle 4: the elimination of all forms of forced and compulsory labor;	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 40, 2021 ESG Report
Principle 5: the effective abolition of child labor; and	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 40, 2021 ESG Report
Principle 6: the elimination of discrimination in respect of employment and occupation.	Human Rights Policy Code of Conduct Employee and Consumer Rights Conducting Business with Integrity, p. 40, 2021 ESG Report

Environment

UNGC Principle	Report Section or Other Documentation
Principle 7: Businesses should support a precautionary approach to environmental challenges;	Climate Change Policy and Environmental Commitment Statements
Principle 8: undertake initiatives to promote greater environmental responsibility; and	Climate Change Policy and Environmental Commitment Statements Responsible Palm Oil Sourcing Policy
Principle 9: encourage the development and diffusion of environmentally friendly technologies.	Sustainable Operations - Reducing Resource Consumption, p. 67, 2021 ESG Report

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Anti-corruption

UNGC Principle	Report Section or Other Documentation
Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.	Code of Conduct Conducting Business with Integrity, p. 37, 2021 ESG Report

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?	Human Rights Policy Code of Conduct
A1.2	Whose human rights does the public commitment address?	Human Rights Policy Code of Conduct
A1.3	How is the public commitment disseminated?	Human Rights Policy Code of Conduct

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?	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?	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

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Part A: Governance of Respect for Human Rights

Embedding Respect for Human Rights

Framework		Report Section or Other Documentation
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
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?	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 37, 2021 ESG Report, Social Compliance Audit Summary, p. 67, 2021 ESG 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 and business relationships during the reporting period.	Human Rights Policy Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix

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.	Human Rights Policy Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix

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.	Human Rights Policy Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix

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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.	Human Rights Policy Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix

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?	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 37, 2021 ESG Report

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?	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?	Human Rights Policy Code of Conduct Stakeholder Engagement, p. 25, 2021 ESG Report Appendix; Conducting Business with Integrity, p. 37, 2021 ESG Report

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Part B: Defining the Focus of Reporting

Stakeholder Engagement

Framework		Report Section or Other Documentation
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?	<u>Human Rights Policy</u> <u>Code of Conduct</u> Stakeholder Engagement, p. 25, 2021 ESG Report Appendix; Conducting Business with Integrity, p. 37, 2021 ESG Report, Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix



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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?	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 37, 2021 ESG Report, Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix
C3.2	During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 37, 2021 ESG Report, Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix

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?	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?	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?	Human Rights Policy Code of Conduct Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix

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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?	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 37, 2021 ESG Report, Social Compliance Audit Summary, p. 67, 2021 ESG 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
C6.2	How does the company know if people feel able and empowered to raise complaints or concerns?	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 CVS Health Ethics Line 1-877-CVS-2040
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?	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 37, 2021 ESG Report, Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix
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?	Human Rights Policy Code of Conduct Conducting Business with Integrity, p. 37, 2021 ESG Report, Social Compliance Audit Summary, p. 67, 2021 ESG Report Appendix

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