

**2021
CVS Health®
COVID-19
Response**



In October of 2020 we published our Enterprise COVID-19 Response Report to highlight our efforts to support our colleagues, customers and communities during the most pressing public health challenge of our time. Now almost two years later, we are facing a continued surge in the pandemic and our business has dramatically changed — pandemic response is something we are planning for today, tomorrow and into the future.

Dear Stakeholders

As this report is being published, the world continues to navigate the most challenging public health crisis of our lifetimes. A summer of anticipation, for celebrations and reunions, quickly gave way to the reality of new, emerging variants, and our resolve has been tested once again. I have immense hope for the future and deep pride in the role our colleagues and company have played in helping Americans prevail. Amid seemingly unrelenting challenges, we are leveraging our unique business model, the innovative spirit of our colleagues, and our local presence in thousands of communities to address the complex challenges of COVID-19 – and rebuild a health care system that puts people first.

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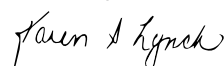
Most visibly among these efforts, today CVS Health leads the nation in both COVID-19 diagnostic testing and vaccination, having administered more than 41 million tests and more than 50 million vaccinations through the end of November 2021. Just as we mobilized to respond to surging demand for testing, our teams again rose to the challenge of administering vaccinations as quickly as possible – and is prepared to deliver booster shots to millions more in the coming months. With each life-saving dose, we are bringing Americans one step closer to the end of this pandemic, and we have worked diligently to help ensure these critical services are accessible in the communities most impacted by COVID-19.

As we grapple with the physical health challenges of COVID-19, we also face a mental health crisis like never before. The stressors and trauma brought by the pandemic have led to rising rates of depression and substance misuse, with many unsure of where to turn for help. Building on our longstanding commitment to normalize mental health needs and provide preventative support and care, we’ve expanded several of our services and access to resources.

I am grateful for the work and dedication of our nearly 300,000 colleagues, who have served on the front lines with compassion and an unwavering commitment to the millions of people we serve. Their health and safety continue to be our top priority as we monitor and update policies to help keep them well. It is our colleagues’ work that has resulted in the deepened connections with our customers, patients and clients that have made CVS Health synonymous with health. I’m proud to have committed to raising our minimum enterprise hourly wage to \$15 by the middle of next year in recognition of the valuable roles they play.

In the weeks and months ahead, we will remain vigilant in monitoring the evolving risks that COVID-19, and emerging variants pose within our communities. We will act with the health, safety and well-being of our colleagues and customers at the forefront. At the same time, we will continue to meet the evolving health care needs and preferences of Americans in a post-pandemic world, including innovating quickly to meet them where they are and scaling solutions to ensure accessibility and delivering on our purpose to bring our heart to every moment of your health.

Sincerely,



Karen S. Lynch
President and Chief Executive Officer



Response Timeline

Milestones prior to October 2020 can be found in the [2020 COVID-19 response report](#)

October 2020

10/28
CVS Health announces expansion of COVID-19 testing services with 1,000 rapid-result testing sites

November 2020

11/16
CVS Pharmacy® becomes first national retailer to offer touch-free payments through PayPal and Venmo, further enhancing consumer safety

December 2020


CVS Health administers more than 7 million tests in Q4 2020

12/2
U.S. Department of Health & Human Services selects CVS Health to administer a monoclonal antibody therapy for eligible COVID-19 patients at risk of severe infection

12/10
CVS Health announces \$3 million commitment to increase access to flu vaccines for historically disenfranchised communities


12/14
Aetna® announces it will waive cost-sharing for COVID-19 vaccination for all Commercial and Medicaid members; further extends series of cost-share waivers to help members access care

12/18
CVS Health administered the first doses of the COVID-19 vaccine as part of the federal Pharmacy Partnership for Long-Term Care, inoculating residents and staff at over 40,000 long-term care facilities and administering more than 4.5 million doses.

 **12/21**
CVS Health administers first doses of COVID-19 vaccines in skilled nursing facilities

January 2021

To meet growing need for mental health care support, CVS HealthHUB® and MinuteClinic® begin offering consumers access to licensed clinical social workers in stores


 **1/25**
CVS Health completes first round of COVID-19 vaccine doses at skilled nursing facilities

February 2021

Outreach begins to more than 60,000 CVS Pharmacy patients, Aetna and Caremark® members to inform them of nearby vaccine availability and help them make an appointment

2/11
CVS Pharmacy begins offering COVID-19 vaccinations to eligible populations across 11 states

2/19
CVS Health announces community-based strategy to address COVID-19 vaccine education and equity

 **2/24**
COVID-19 vaccine offering at CVS Pharmacy expands to 17 states

March 2021

CVS Health begins offering COVID-19 vaccination to eligible colleagues

 **CVS Health administers ~9 million tests in Q1 2021**


3/3
CVS Health begins rollout of community-based vaccination clinics in areas with greatest need

3/3-3/10
Educators and early childhood workers account for more than 30 percent of vaccination appointments at CVS Pharmacy

3/11
COVID-19 vaccine offering at CVS Pharmacy expands to 29 states

April 2021

4/1
CVS Health surpasses 17 million COVID-19 vaccine doses administered at long-term care and CVS Health locations

 **4/5**
COVID-19 antibody testing becomes available at MinuteClinic

4/19
Over-the-counter COVID-19 testing becomes available at CVS Pharmacy

4/29
Return Ready™ solution begins offering worksite vaccination clinics for U.S. employers

Response Timeline

May 2021



5/12
Vaccine appointments become available for adolescents ages 12-15 at CVS Pharmacy

5/27
CVS Health announces #OneStepCloser sweepstakes to encourage COVID-19 vaccination

June 2021

6/18
Vaccination offerings beyond pharmacy expanded to include MinuteClinic

CVS Health administers >6M tests, ~17M vaccines during Q2 2021

July 2021



7/8
CVS Health released 2021 Health Care Insights Study, including key data on how the pandemic is impacting consumer health needs and preferences

August 2021



8/4
CVS Health announces it will raise minimum wage to \$15 an hour company-wide by July 2022

8/10
CVS Health launches first nationwide virtual primary care solution

8/12
CVS Pharmacy began offering third doses to certain immunocompromised individuals when authorized by the FDA administering more than 330,000 third doses over a three-week period across more than 9,700 CVS Pharmacy locations.

8/18
Flu shots become available at CVS Pharmacy and MinuteClinic

8/23
CVS Health announces it will require certain colleagues who interact with patients and all corporate staff, including all leaders at the vice president level and above, to be fully vaccinated for COVID-19 by October 31, 2021

September 2021

MinuteClinic expands COVID-19 vaccine offering to include the mRNA vaccines in select locations



Fully vaccinated CVS Health corporate colleagues are given the option to return to corporate worksites

9/24
CVS Health holds national career event to fill 25,000 clinical and retail jobs to support flu season, COVID-19 testing and vaccination

CVS Health begins offering Pfizer-BioNTech booster shot to eligible populations

November 2021

11/7
CVS Health begins administering the Pfizer-BioNTech pediatric vaccine to children ages five to 11 at nearly 1,700 CVS Pharmacy locations in 46 states, Puerto Rico and Washington, D.C.

Responding to the public health challenge



Our CVS Health colleagues have rallied around a common goal to help Americans overcome the greatest public health challenge of our time. Through an ever-changing public health landscape, and as we learn more about the COVID-19 virus, we've sustained a level of crisis response that has continuously helped to ensure we can provide the most essential services to the millions of people who rely on us.

Following the first emergency use authorization of COVID-19 vaccines in December 2020, our response entered a new phase, leveraging our supply chain and presence in thousands of communities to have an immediate impact in fighting the pandemic. To date, we have delivered more than 50 million vaccinations with plans for millions more by year-end, including through the administration of booster shots. Vaccination, combined with equally accessible COVID-19 testing, is the most important thing we can do in helping people safely return to all the things that brought them joy prior to the pandemic. We're providing these services at home, in the workplace, in our stores and through local community partnerships.

Through many challenges, we have found new ways to support our customers, members, clients and patients – whether it's keeping our retail locations open and safe, providing additional resources to those at greater risk, or developing innovative solutions to ensure continuity of care. Central to all these efforts is our commitment to address longstanding health inequities that exist in the American health care system and were exacerbated by the pandemic.

Our teams sought to innovate new solutions that would empower consumers with the vital information they need and free up our teams to administer vaccinations. The CVS Health COVID-19 virtual assistant uses conversational artificial intelligence to answer more than 50 common questions about the vaccines, and in its first three months of operation, fielded 11 million calls.

Vaccinating America

Since the fall of 2020, teams from across our company have come together to rapidly scale COVID-19 vaccination in an effort to reach millions of Americans and help bring an end to the pandemic. As has much of our COVID-19 response, our vaccination effort has leveraged our local presence in communities across the country and the vast expertise of our colleagues across medical affairs, government and community relations, technology, supply chain, human resources and more. We committed the **force of our more than 100,000 dedicated pharmacists, pharmacy technicians, nurses and physician assistants in the administration of vaccines across more than 9,600 CVS Pharmacy locations, in long-term care facilities and other community settings.** In late September, we held a one-day national career event to help fill 25,000 clinical and retail jobs to support communities through flu season, respond to high demand for COVID-19 testing and vaccination, and aid the administration of booster shots and expand vaccine eligibility.

As vaccine production ramped up, and with every new wave of eligibility announced by federal and state authorities, we have worked around the clock to help ensure access to vaccines is available as soon as possible. A seamless digital scheduling experience and the professionalism of our health care teams has led to soaring customer satisfaction. We have also sought to understand vaccine hesitancy and increase education and access in communities disproportionately impacted by the pandemic.

Since November 7, we have been administering the Pfizer-BioNTech pediatric vaccine to children ages five to 11 at nearly 1,700 CVS Pharmacy locations in 46 states, Puerto Rico and Washington, D.C. We are developing an in-store experience focused on reassuring and supporting the child and their parent or guardian throughout the process.



50M+

COVID-19 vaccine doses administered



9,600+

CVS Pharmacy locations across 50 states, Puerto Rico and Washington, D.C.



~85%

of the U.S. population lives within 10 miles of a CVS Pharmacy



32%

of individuals who received a vaccine through a CVS Health business were underrepresented minorities as of May 2021

We awarded more than \$1.8 million to community health centers, free and charitable clinics, and Black churches through a collaboration with Direct Relief, the Conference of National Black Churches and the National Black Church Initiative. Across 16 health centers and clinics in Atlanta, Chicago, Dallas, Los Angeles, New York City and Oakland, our grant funding supported the hiring of outreach workers to expand relationships with local churches and build trust in the vaccine, the use of mobile units for vaccination clinics, nursing staff to perform home vaccination visits, and more. In these same cities, funding provided to 40 Black churches helped facilitate “get out the vote” campaign-style outreach, incentive programs, transportation to vaccine sites, and educational messaging within the broader community.

Equity in vaccination

Although the pandemic continues to disproportionately impact Black and Hispanic communities, historical experiences of injustice and current health care disparities pose significant challenges to widespread vaccination. A deep understanding of vaccine hesitancy and the barriers people face in accessing the vaccine has been critically important to our comprehensive strategy; this is especially true for our commitment to monitor equity in vaccine distribution. Our own surveys and others conducted nationally have shown higher rates of vaccine hesitancy, and lower rates of vaccination, among Black and Hispanic respondents.

We are leveraging our integrated business capabilities to achieve greater health equity – recognizing that everyone has different circumstances, and allocating the resources and opportunities needed to achieve equal outcomes. Our vaccine equity work has been multidimensional and hyperlocal, focused on identifying unique community needs, expanding access and education, and building trust. As of May 2021, these initiatives have led to a 12 percent increase in underrepresented minorities who received a vaccine from CVS Health.

Proactive patient outreach

As we did with COVID-19 testing sites, we used the CDC’s Social Vulnerability Index to inform the siting of retail vaccination clinics, and focused on activating stores in communities more vulnerable to COVID-19 as quickly as possible. In February 2021, we began outreach to more than 60,000 CVS Pharmacy patients, Aetna and Caremark members to inform them of nearby vaccine availability, help them make an appointment at a CVS Pharmacy or elsewhere, and answer questions or concerns they may have about the vaccine. We built on this outreach with more than 11 million text messages and over 600 million emails sent to patients, featuring messages from our pharmacists encouraging vaccination and addressing hesitancy. More than 40 percent of our pharmacists and more than 50 percent of our pharmacy technicians identify as people of color, and they continue to serve as important voices in helping people understand the safety and efficacy of the vaccine.

Community-based partnerships

In collaboration with our extensive network of community-based leaders and nonprofit organizations, we’ve worked to reach vulnerable patients with educational information and help them make vaccination appointments. Working with Black-owned consultancy ICHOR Strategies, we held dozens of community dialogues and on-the-ground meetings with community stakeholders in Detroit, Houston, Philadelphia, Los Angeles and Miami to solicit feedback on vaccine programs and offer direct education from our pharmacists. Key pieces of feedback implemented included offering walk-in appointments to reduce barriers to access, correcting language capabilities on our digital scheduling tools, ensuring culturally competent messaging that accounts for health literacy limitations, and collaborating with local, trusted messengers to build vaccine confidence in their local communities.

Also in May 2021, the Aetna Foundation made a \$1 million contribution to Massachusetts General Hospital's COVID-19 Vaccine Equity Initiative, supporting the organization's effort to continue to provide COVID-19 testing, vaccination and additional health services on mobile units through 2023. Our support will enable the initiative to engage approximately 10,000 Greater Boston community members in vaccinations, a youth and peer ambassador program, and facilitate connections to care through screenings for social determinants of health.

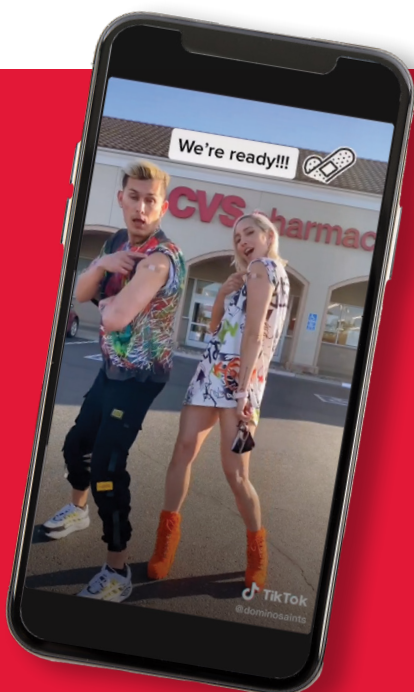
Community-Based Clinics

In early March 2021, we began the roll-out of a series of community-based vaccination clinics in close coordination with nonprofit organizations like the YMCA, Easterseals and the Black Church Network. Using the CDC's social vulnerability index to identify areas with the greatest need for vaccine access, our teams sited 14 community clinics and 18 "pop-up" clinics across nine states. Community partners promoted the clinics through their local networks, and we supplemented their outreach with canvassing, phone outreach and text messaging to CVS Health patients in the area. Most of these sites operated through the end of June or until demand for vaccinations dwindled, providing approximately 21,000 vaccinations.

A collaboration with Lyft helped to provide free or discounted rides to vaccination appointments. Through this partnership, we provided approximately 10,000 free rides for underrepresented minorities who needed transportation assistance to get to stores and community clinics. The power of community engagement was pivotal to these efforts and will remain a central part of all future community health efforts.

Robust, Education-Focused Marketing

As a founding partner of the Ad Council's COVID-19 Vaccine Education Initiative, we supported extensive communications with the goal of increasing vaccination uptake, particularly among Black and Hispanic audiences. The It's Up to You campaign encourages audiences to get the latest vaccine information, knowing that personal education is the first step in building vaccine confidence. We supplemented this effort with a significant CVS Pharmacy marketing campaign focused on reaching vulnerable communities with educational information. With content available in both English and Spanish, components of the campaign are designed to reach specific audiences, including leveraging the CVS Health role as a founding partner of the Black Information Network.



Bringing America #OneStepCloser

Widespread vaccination brings us one step closer to all the things we've missed during the pandemic. As part of our work to close gaps in hesitancy, the #OneStepCloser sweepstakes provided a positive reminder of the activities that are possible once vaccinated. From June 1–July 10, eligible customers who received or planned to receive a COVID-19 vaccine through CVS Health could choose to enter the #OneStepCloser sweepstakes for an opportunity to win one of thousands of prizes through weekly drawings and grand prizes over a six-week period – including cash, once-in-a-lifetime travel experiences and VIP packages to experience live music and sporting events.

We also teamed up with Puerto Rican pop duo Domino Saints on a new song and TikTok video to connect with young adults around vaccination.



~41

million tests

administered between April 2020 and November 2021

Expanding access to diagnostic testing

Alongside widespread vaccination, we believe testing will remain a critical component in the nation's response to COVID-19. As the largest private provider of COVID-19 testing in the U.S., we have worked to continuously evolve our offerings and substantially expand access. We began this work at a single, large-scale tent site in March 2020 and today are proud to offer a range of testing solutions that remove barriers to testing for millions of Americans – including the latest innovations in over-the-counter and antibody testing. Between April 2020 and November 2021, we administered approximately 41 million tests.

Rapidly scaling access

CVS Pharmacy: At more than 4,800 CVS Pharmacy locations across 45 states and Washington, D.C., we offer COVID-19 testing at no out-of-pocket cost to the patient. We have offered same-day appointments and now offer scheduling up to two weeks in advance at most sites. Molecular lab tests (commonly known as PCR) are performed in our drive-thru lanes and offer the most accurate results, which are typically available within 1-2 days. Rapid-result testing is also available at nearly 1,000 of these locations and reliable for people who are recently infected or with symptoms of the virus. At our rapid testing sites, patients who receive a negative test result can see a MinuteClinic provider to discuss other health concerns and for further evaluation of symptoms. More than half of our approximately 4,800 testing locations support underserved communities, as defined by the CDC's Social Vulnerability Index.

Reaching vulnerable populations

Community-based: Our no-cost COVID-19 community testing sites aim to provide testing for those who otherwise might not have access to this essential service. A vehicle is not required, patients can call to make an

**300K**tests across our
community-based sites

appointment, and results are made available to them within 30 minutes of testing. We collaborated with community organizations to bring testing to 18 community sites in greatest need of COVID-19 testing and continue to operate nine sites that have demonstrated a sustained need. To date, we have administered nearly 300,000 tests across our community-based sites.

Long-term care: The availability of a vaccine has substantially reduced spread of COVID-19 among long-term care residents and staff, but testing continues to serve as an essential tool in protecting this vulnerable population. Omnicare® has established relationships with more than 900 long-term care facilities to provide on-site testing and same-day results for patients and staff.

Innovating for our customers

Return Ready: We have also made rapid-result testing available through Return Ready, our comprehensive COVID-19 testing and vaccination solution for employers and universities.

Over-the-counter options: In April 2021, we announced expanded access to COVID-19 testing with the availability of three over-the-counter options available in stores and online. The tests – which include both antigen and PCR tests – have received FDA Emergency Use Authorization, do not require a prescription, and are intended for use by individuals with or without symptoms. In September, we added another at-home testing kit, QuickVue, to our existing options, both in-store and online.

Antibody testing: In response to growing interest in affordable COVID-19 antibody testing, we rolled out COVID-19 antibody testing in all MinuteClinic locations in Massachusetts and Texas, and have since expanded the offering to all MinuteClinic locations in 35 states and Washington, D.C.





Bringing America back to work

Our Return Ready solution is helping workplaces, campuses and other communities come back together with confidence. First introduced as a customizable COVID-19 testing solution anchored on clinical consultation, Return Ready now includes COVID-19 vaccination options in addition to clinical protocols, digital scheduling and detailed reporting.

Trained CVS Health colleagues administer tests and vaccinations at on-site clinics, answer patient questions about the vaccine and direct them to appropriate resources. Additionally, Return Ready team members have provided consultative guidance to hundreds of organizations navigating how to access vaccine supply for their workforce, particularly when supply and eligibility were highly constrained. Our on-site clinics are helping to overcome challenges with both vaccine accessibility and hesitancy.

While vaccinations are the best line of defense, testing continues to be a necessary tool to keep workplaces and campuses as safe and healthy as possible. Return Ready adapted our offerings to provide flexible and cost-effective solutions to meet organizations' evolving needs. Organizations continue to lead the way in shaping approaches to managing COVID-19 through incentives, mandates, policies and procedures – and Return Ready is adapting to support them through a constantly shifting landscape.



7.1M+

COVID-19 lab tests covered by Aetna since the start of the pandemic, with no cost share for members

Supporting Aetna members through COVID-19

Our relationship with more than 23 million Aetna health plan members (as of June 30, 2021) provides another critical avenue for us to support Americans through the pandemic. We remain focused on ensuring that both maintenance and acute care remains accessible and affordable, and that our members at highest risk from the virus receive customized support. This includes continuing to review and implement policies, such as waiving member cost sharing for COVID-19 diagnostic testing, expanding eligibility for 90-day maintenance medication prescriptions, waiving early refill limits for CVS Caremark® clients and home delivery charges for CVS Pharmacy patients, and advising clients on managing key health indicators among their members. We also continue to let our members know we care, shipping more than 70,000 care packages to Medicare members diagnosed with COVID-19.

Telehealth remains an important way to limit potential exposure to COVID-19, and we've worked to ensure our members continue to take advantage. In addition to supporting providers in establishing telehealth services, we've continued outreach to educate members on no-cost telemedicine visits with network providers.

Vaccine education and outreach has been another major focus area in supporting Aetna members in 2021, particularly for members at higher risk due to existing health conditions or social determinants of health. To date, we've engaged directly with more than 10,000 members via live, outbound phone calls to help them schedule vaccine appointments, and reached another 555,000 via email and text, resulting in thousands of vaccine appointments scheduled. We continue to conduct proactive outreach to members that remain unvaccinated, answering questions, working with them to schedule appointments and building vaccine confidence.

Taking action to support mental well-being

The COVID-19 pandemic has exacerbated mental health issues in the U.S. at an astonishing rate that has consistently worsened since the spring of 2020. Fear of the virus, isolation from family and friends, economic instability and social and political tensions have brought us to a breaking point, with no group more greatly impacted than young adults. As a nation, we will be coping with the emotional and mental tolls of the pandemic for years to come.

Building on our longstanding commitment to normalize mental health issues and provide access to preventative support and care, we expanded several services and resources to support populations most impacted by COVID-19.



The Aetna COVID-19 Vaccine Workforce Promise Program

With half of the country's population receiving employer-sponsored health insurance, employers can play a huge role in educating employees, influencing their health decisions, and removing barriers to vaccination. As national COVID-19 vaccination rates began to slow in June 2021, Aetna called on its plan sponsors to do as much as they could to maximize vaccination among their own workforces. Employers who sign the Aetna COVID-19 Vaccine Workforce Promise commit to five evidence-based principles proven to boost vaccination rates: providing flexibility and time for employees to get vaccinated, removing barriers to vaccination, such as through on-site services or transportation assistance, understanding the range of perspectives and barriers across employee groups, fostering a sense of celebration around vaccination, and continuing to provide sustained vaccine education, outreach and support.

In honor of our 42 plan sponsors that have signed the Promise, the CVS Health Foundation donated \$500,000 to support the American Lung Association's COVID-19 Action Initiative, a three-year program that invests in research, education and advocacy efforts to end the COVID-19 pandemic and defend against a future respiratory pandemic.



65%

of Americans ages 18-34 have had concerns about their own mental health or that of household members, family or friends since the COVID-19 outbreak

COVID-19 mental health resources

We created a [public toolkit](#) to help those who are struggling to find the right resources in coping with stress and anxiety related to COVID-19. We also made several of Aetna's [Resources for Living](#) capabilities available to everyone, not just members. Through March 2021, nearly 30,000 people, including more than 5,000 members, reached out regarding COVID-19 and received in-the-moment counseling and connections to additional mental health resources, caregiver support, social and community services.

Self-assessment tools for mental health

After answering just a few short questions, our [anxiety](#) and [depression](#) checks give answers and suggestions for accessing support or resources.

Licensed clinical social workers at select CVS HealthHUB locations

In January 2021, we began offering consumers access to licensed clinical social workers at MinuteClinic in select CVS HealthHUB locations. These professional mental health care providers offer counseling that addresses feelings of stress, anxiety, grief, depressed moods and more. This service is currently available at 22 CVS HealthHUB locations across Florida, Pennsylvania and Texas.

Here4U

To address the unique set of challenges young adults, women and historically disenfranchised communities face during the pandemic, our Here4U program connects individuals with peers to facilitate connection and conversation, and referrals to the appropriate resources along a continuum of needs. Here4U support groups facilitate learning about mental well-being and how to build resilience and cope with stress. During Mental Health Awareness Month in May, we hosted sessions to help address the pandemic's toll on mothers and caregivers, including moms of children with special needs and Black women. Following the sessions, participants reported a 31 percent improvement in feeling connected to their peers.

Suicide prevention

We are committed to reducing suicide through a range of specially tailored prevention resources and support. These include suicide prevention screenings, touching base with patients who were hospitalized after a suicide attempt, collaborating with leading national organizations to bring resources and risk-reducing treatment to consumers, offering no-cost suicide prevention training and support resources to contracted network practitioners, and delivering population-specific public health suicide prevention education programs and resources.

Caring for our colleagues



Providing our colleagues with the tools to keep them safe

69M

masks

386M

pairs of gloves

49M

ounces of hand sanitizer

4.7M

gowns

Throughout the pandemic, more than 200,000 CVS Health colleagues have continued to report to worksites each day, providing our patients, customers and clients with the care and support they need during unprecedented times. At the same time, approximately 90,000 corporate colleagues navigated a temporary work from home environment to ensure continuity of our essential operations. Collectively, it's our colleagues' dedication, flexibility and heart that has inspired trust in CVS Health across every community we serve and delivered hope and optimism to millions of Americans.

The needs of our colleagues have continued to evolve over the course of the pandemic. From securing personal protective equipment and readily accessible COVID-19 testing and vaccination, to providing mental health, financial and caregiver support, we'll continue to act quickly to provide the most urgently needed support.

**1,300+**

colleague vaccination clinics held,
with 37,000+ doses administered

Colleague health & safety

The health, safety and well-being of our colleagues and customers is always our top priority. We continue to maintain protocols to ensure our work environments are as safe as possible for colleagues, patients and customers. This includes daily wellness self-checks for all colleagues upon reporting to work, strict handwashing and physical distancing policies, and enhanced cleaning protocols.

Regardless of vaccination status, all of our colleagues are required to wear a face covering at CVS Health worksites. We are asking our customers to do the same, following state and local guidelines in areas that require a face covering, and strongly encouraging face coverings in areas that do not. As we did in the spring of 2021, we will revise our policies accordingly as public health trends evolve and new guidance is issued by health authorities.

Frequent and clear communication with our colleagues has been critical throughout the pandemic, and we have made multiple channels for information sharing available across the company, including the coronavirus resources center, COVID-19 command center, HR coronavirus call center and our advice and counsel/employee relations line. We continue to hold regular, live Q&A sessions for colleagues to have their questions answered about the virus and the vaccine, fielding hundreds of questions from thousands of CVS Health colleagues.





Vaccinating our colleagues

We continue to see incredibly high efficacy rates of the COVID-19 vaccines and have strongly encouraged colleagues to get vaccinated as soon as possible to protect themselves and the people around them. Sharply rising COVID-19 cases nationwide during the summer of 2021, particularly among unvaccinated populations, brought new urgency to our work toward a 100 percent vaccination rate at CVS Health. In August 2021 we announced we would require COVID-19 vaccination as a condition of employment for CVS Health colleagues whose roles are covered by our new, phased vaccination policy.

By October 31, 2021, all CVS Health corporate staff and certain colleagues who interact with patients, including nurses and care managers, were required to be fully vaccinated for COVID-19. New hires in the same roles as of September 15 must have received their first COVID-19 vaccine prior to their first day of employment. Our retail pharmacists had until November 30 to be fully vaccinated. We will continue to review vaccination requirements for CVS Health colleagues working in our retail stores and distribution centers not covered by this policy and may expand it based on updated data and public health guidance.

We are allowing sufficient time for colleagues to comply with the requirements or to apply for a reasonable accommodation for those who cannot be vaccinated. To help our colleagues receive the vaccine as quickly as possible, as vaccine supply and eligibility criteria allowed, we held more than 1,300 colleague vaccination clinics, with more than 37,000 doses administered. In April 2021, we began offering same-day scheduling for colleague vaccination at CVS Pharmacy locations and opened the scheduling tool to eligible family members, including dependents and immediate members of the same household as a CVS Health colleague.

Support for colleagues

We continue to build on the leading benefits and comprehensive support we've put in place for colleagues to ensure CVS Health is a leading employer, both during and after the pandemic. This means taking a holistic approach to colleague health and wellness beyond our goals of reducing health care costs and supporting physical well-being. To respond to the acute challenges our colleagues have faced, we've introduced new benefits and support covering workplace changes, financial management, grief and loss, managing stress and anxiety and navigating a post-COVID world as a caregiver.

Parenting support: Following the completion of our dependent care assistance program, we introduced a new childcare finder tool to help colleagues locate nannies, full-time and backup care providers. Our Employee Assistance Program has made resources available to support education, parenting and emotional support for working parents.

COVID-19 Family Support Group: Our Family and Caregivers Colleague Resource Group introduced a new sub-group to empower colleagues to become informed, successful and engaged in the workplace while bringing together colleagues who are parents or caregivers to provide mutual support through shared concerns and experiences.

Managing stress and anxiety

Resources for Living: Available to all colleagues at no cost, Aetna's confidential counseling and referral program is the place where colleagues can start seeking out mental health support.

7 Cups: Available to all colleagues and their family members, 7 Cups provides a free, digital, on-demand listening service and moderated group chats about topics ranging from COVID-19, caregiving, LGBTQ issues, teens, addiction and more. Specially trained volunteers are available 24/7 to help colleagues feel less isolated, depressed or lonely.

myStrength: Our online emotional wellness program provides personalized, self-directed and proven online and mobile resources to promote ongoing emotional well-being, including stress management tools, inspirational videos, articles and step-by-step e-learning modules to build mental resilience.

Mindfulness meditations: Available to all colleagues, these 10-minute meditations are offered by experienced facilitators three times a week, with beginner instruction offered weekly.





Returning to work as one

The pandemic has showed us that we can collaborate, innovate and deliver results outside of a traditional office environment. At the same time, we've all missed the in-person connections that bring richness to our work experiences. Beginning in September 2021, fully vaccinated colleagues were given the option to return to CVS Health corporate worksites. To allow for physical distancing, corporate sites will be limited to 50 percent capacity until health guidance indicates otherwise, and corporate colleagues may not return to worksites if they are not fully vaccinated. Return to corporate worksites will remain voluntary as colleagues adjust to this transition and tend to family and other scheduling needs.

In planning this return, we've taken the opportunity to think differently about how and where many of our colleagues perform their work, and how we can build the best possible work environment. As we strive for a flexible, connected and purpose-driven work experience, our vision puts more emphasis on what we do and less on where we do it. It combines in-person and virtual work and is based on business needs, colleague feedback, success and learnings from remote work throughout the pandemic. Effective this fall, our Work One approach includes office-based colleagues working virtually two days a week and in person three days a week. Recognizing that one size does not fit all, we have created different frameworks to meet the needs of different teams and functions and will make accommodations for colleagues who prefer to be in the office more frequently. Our workspaces are more open and collaborative, and we are transitioning from permanent offices to online workspace reservations.

Our approach will continue to evolve over time, considering feedback from monthly colleague surveys and the latest COVID-19 case trends. The goal of our return-to-work strategy is to ensure a healthy company culture that accelerates our business strategy and makes health care simpler and better for the millions of people we serve.

Supporting the communities we serve



32

COVID-19 community vaccination sites established

Our philanthropic response to the pandemic remains focused on breaking down fundamental barriers to health. We have seen the critical importance of our longstanding relationships with free and charitable clinics and community health centers across the country, as we continue to support them in caring for the hardest to reach populations. With support from CVS Health and the CVS Health Foundation, they are building telehealth capacity, expanding access to mental health support, COVID-19 testing and vaccination, and addressing the social determinants of health that have made their patients more vulnerable to the virus.



76M

meals served



Expanding access to care

The approximately 1,400 member clinics of the National Association of Free and Charitable Clinics (NAFC) ensure the medically underserved have access to quality health care, serving two million patients annually across the U.S. and providing a critical safety net for individuals who “fall through the cracks” of our health care system. Funded through grants and powered largely by volunteer staffs, free and charitable clinics have adapted to ensure their patients aren’t left behind as a result of the pandemic. CVS Health and the CVS Health Foundation have provided nearly \$2.4 million in funding to NAFC members, allowing them to expand telehealth offerings for patients, offer COVID-19 related services, and address social determinants of health within their patient populations, including access to food and transportation.

Supporting our health care professionals

At the times we’ve needed them most, our nation’s health care providers have stepped up again and again to care for patients under extreme and often unrelenting circumstances. They worked demanding shifts and in new roles through the early surges of the pandemic, served as the backbone of our nation’s largest-ever vaccination campaign, and again endured the difficult work of responding to the recent surge resulting from the Delta variant. These sacrifices have come at a cost to their own well-being, with more than half reporting symptoms of a mental health condition in a [recent survey](#) published by the CDC.

In addition to mobilizing quickly to get health care workers the personal protective equipment they needed to do their jobs safely, CVS Health and the Aetna Foundation also recognized the great need for mental health support that could address the trauma endured by front line health care workers. With more than \$2 million in funding, we worked to ease concerns about equipment shortages and supported the rollout of several much-needed mental health resources and programs for providers on the front lines.



Americares COVID-19 Mental Health and Psychosocial Support Project

Central to our approach in supporting health care workers is helping them build the capacity to acknowledge and tend to their own mental health. With a \$500,000 contribution from the Aetna Foundation, the Americares COVID-19 Mental Health and Psychosocial Support Project supported front-line health workers with mental health awareness, information and strategies to help them remain healthy and fulfill their vital roles in the COVID-19 response. In particular, the project focused on providing mental health support to safety net sector health workers, including community health centers and free and charitable clinics, the main health resource for the historically disenfranchised.

From June 2020 through May 2021, the project trained more than 1,500 health care workers on a range of timely topics including self-care strategies, navigating grief and loss, vaccine hesitancy and building organizational resilience. More than 280 unique health care institutions were supported, including through the creation of 15 free [training modules](#).

