



Healthy 2030
2024 Impact Report
Appendix



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Organizational Details

- CVS Health Corporation
- Public Corporation (NYSE: CVS)
- Headquartered in Woonsocket, RI
- Operates in the United States in 50 states plus the District of Columbia and Puerto Rico
- More than 300,000 Colleagues

Our Strategy:

Building a world of health around every consumer

Our Locations

9,000+
retail locations

1,000+
walk-in and primary care medical clinics

36M+
Aetna members

85%
of the U.S. population lives within 10 miles of a CVS location

90M+
Members and patients of CVS Healthspire™

Economic Impact

\$372.8B
in total revenues

\$6.3B
to providers of capital

Financial Results and Economic Impact:

\$3.7B
in income, property and employer taxes in the U.S.

Our employees earned \$17.9B in wages and \$2.5B in benefits

Our *Healthy 2030* impact strategy outlines how we are creating a more equitable health care system and sustainable future. It reinforces our company's strategy and is embedded in our purpose-driven culture. This strategy centers on our material topics and aligns with the Global Reporting Initiative (GRI) Standards. *Healthy 2030* is constructed through our four-pillar framework – Healthy People, Healthy Business, Healthy Community and Healthy Planet. We are focused on making a meaningful, measurable impact within each of these pillars.

Our Board of Directors and our President and Chief Executive Officer (CEO) lead governance of our *Healthy 2030* framework. The Nominating and Corporate Governance Committee of the Board of Directors is formally charged with oversight of impact strategy and performance, along with our President and Chief Executive Officer.

Our Chief Sustainability Officer (CSO) shares relevant impact-related impacts, risks and opportunities with the Nominating and Corporate Governance Committee semiannually, and the full Board annually. Additionally, the Nominating and Corporate Governance Committee reviews our annual Impact report.

In 2024, the Nominating and Corporate Governance Committee was engaged on several key topics, including:

- Climate change reporting and risks
- Progress toward achieving emissions reduction targets, including net-zero targets
- Sustainability initiatives across plastic, paper, waste, and other resource reduction
- Renewable energy procurement
- Philanthropic programs and investments
- Human capital matters

The Committee assesses how to oversee new initiatives through action and approval. Our CSO is responsible for developing our impact strategy and ensuring we progress against our goals. Under this direction, the Corporate Social Responsibility (CSR) & Philanthropy team regularly works with enterprise leaders to align our strategy with key business imperatives, and collaborates with colleagues throughout the company on programs and initiatives that drive social and environmental impact.

Our cross-functional Steering Committee is charged with advancing impact initiatives and progress to achieving our *Healthy 2030* goals. The Steering Committee is comprised of senior leaders across the company at the vice president level and above, including representatives from human resources, legal and finance, as well as each of our business segments. These leaders and their teams are responsible for executing the day-to-day initiatives driving our progress.

Through our *Healthy 2030* strategy, we have established several policies that govern our approach to issues of importance to our business and our stakeholders. Topics addressed include climate change, deforestation, human rights, and chemical management, all of which are located in our online [Resource Library](#). These policies are reviewed and updated regularly.

Remuneration

To advance our *Healthy 2030* strategy, we have identified key colleagues and business leaders with direct oversight of initiatives that will help us achieve our goals. These colleagues are responsible for driving performance and meeting established targets as part of their business plans and annual goals. This includes members of our Steering Committee and their teams, and key senior leaders. The remuneration of these colleagues is partially linked to performance against these business plans.

In 2024, we evolved our workforce modifier to reflect a broader company culture metric and a more comprehensive measure of engagement and belonging, using colleague engagement survey results, and actions that reinforce CVS Health as an employer of choice for our colleagues while reinforcing leadership accountability. Progress will be measured based on the results of colleague engagement surveys, with a goal to maintain or improve scores over the year. [Learn more in our annual Proxy.](#)

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

Healthy People

We are building a world of health around every individual. We connect people to the care they need, put medicine and wellness within reach and drive greater affordability, simplicity, and convenience in everything we do. Whether we are increasing access to health care and services or making investments to support our communities to improve health outcomes, we are utilizing our expertise and resources to improve people's health.

Healthy Business

We are purpose-driven – all of us. We have an opportunity to harness the power of our greatest strength - our talented and diverse workforce of more than 300,000 colleagues - to reimagine health care in America and create a more equitable and inclusive future for all. Together, we set high standards and hold ourselves to them. We work daily to create value for everyone who trusts and relies on us and ensure every action we take is done ethically and transparently. We support our colleagues' education and growth with scholarships, promote and develop leadership skills through training and development courses and continue strengthening our pipeline to expand our workforce through job training and skill building programs in our communities. We integrate governance and partnership across our business units.

Healthy Community

We are strengthening our communities by addressing the unique barriers to improving health outcomes locally. We support organizations centering their work on heart health, mental health, women's health, healthy aging and climate-related health impacts. We also invest in the resources needed for communities to take proactive steps toward a healthier future. This includes addressing food insecurity, improving access to workforce training and educational opportunities nationwide. When a natural disaster or other incident affects the communities where we live and work, we swiftly take action to ensure our response addresses our colleagues' and customers' evolving needs. Our colleagues are also making a difference by donating their time and talents with organizations that are meaningful to them. Together, we make a lasting impact by driving a holistic approach and collaboration across these community programs, investments and organizations.

Healthy Planet

We recognize that the health of the planet affects human health and our access to health care and nutritious food - from the impacts of extreme weather, to air and water quality, to the mental health and medicinal benefits from biodiversity and nature. We continue to invest in initiatives and programs that focus on improving the health of our planet by advancing our sustainability commitments and addressing the environmental factors that contribute to health inequities. We were 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 continue to reduce greenhouse gas emissions and source renewable energy on the path to achieving net-zero emissions across our value chain by 2050. We also drive packaging innovation and efforts to reduce unnecessary plastics and waste across the enterprise.

Prioritizing impact in our *Healthy 2030* strategy*

In 2023, we completed an assessment to identify the sustainability topics most important to our business and ensure their integration in our *Healthy 2030* strategy. This work was done in collaboration with sustainable business network and consultancy BSR and aligns with leading reporting standards and frameworks.

This assessment represented a shift to an impact-based approach, measuring potential and actual impacts of sustainability topics. It assessed the severity of potential impact on enterprise value, society and the environment, as well as the likelihood of the impact to occur. Our *Healthy 2030* strategy is continuously evolving. This assessment demonstrates our iterative approach to refining and strengthening our programming and initiatives. We continue to monitor reporting frameworks and guidance. More can be found in our reporting boundaries.

[Learn more about results of our assessment from 2023](#)

*FOR IMPACT STRATEGY: Our priority topics reference which economic, environmental, social and governance issues are most impactful to our stakeholders and our business. The inclusion of topics in this assessment and the inclusion of information in this report generally should not be construed as a characterization regarding its materiality or significance for any other purpose, including for purposes of applicable securities laws.

Advancing our *Healthy 2030* roadmap and achieving our goals requires the input and collaboration of a diverse set of external and internal stakeholders. We maintain regular, open communication with a broad range of stakeholders who share our commitments to support the health of all we serve. The feedback provided by our stakeholders is integral to advancing our strategy and the initiatives we drive to achieve our goals. We establish a two-way dialog with advocates, policymakers, shareholders, customers, colleagues, partners and patients.

2024 Engagement Highlights

- Through our membership in the CDP Supply Chain program, we collect supplier emission data and work with key suppliers for highest impact.
- To further reduce our carbon footprint, we have implemented several initiatives in collaboration with USPS, including the use of their recommended recyclable packaging, keeping delivery as local as possible, and standardizing 2024 addresses. Approximately 97% of our USPS prescription deliveries—representing more than half of all deliveries from retail locations—are made within a 50-mile radius from origin to destination.
- Launched phase 2 of the Consortium to Reinvent the Retail Bag.
- Conducted an investor perception study with S&P Global to understand how investors utilize our Impact Report and related assets to inform our 2024 approach.
- Provided \$1.5 million to support communities impacted by natural disasters.

Stakeholder groups and engagement types:

Stakeholder Group	Stakeholder Engagement Channels
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
Colleagues	<ul style="list-style-type: none"> • Meetings and interviews with leaders and business owners • Engagement surveys • Training and professional development opportunities • CVS Health intranet • Colleague Resource Groups (CRGs) virtual and in-person meetings • Town Hall meetings • On-going memos from leadership with enterprise updates • Company website
Investors and stockholders	<ul style="list-style-type: none"> • Annual stockholders meeting • Quarterly earnings calls • Virtual meetings • Email correspondence • Responses to ratings and rankings • Conferences • Surveys and data requests • Website
Suppliers	<ul style="list-style-type: none"> • Meetings • Email/mail communications • Industry/collaborative associations • Conferences and events • Factory audits • Human Rights Policy • Code of Conduct • Training and workshops • Surveys and audits

Stakeholder groups and engagement types: Cont.

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
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 • Surveys • Thought leadership
Industry groups and forums	<ul style="list-style-type: none"> • Conferences • Virtual meetings • Strategic relationships • Pilot/initiative collaboration • Surveys
Local communities	<ul style="list-style-type: none"> • Community engagement programs • Volunteerism • Board memberships • Event sponsorship • Grantmaking • Small and diverse supplier engagement and economic development • Workforce development and job training programs • Community development and investment programs
Clients	<ul style="list-style-type: none"> • Meetings • Phone and email correspondence • Surveys • Disclosure requests • Meetings and conferences
Media	<ul style="list-style-type: none"> • Direct outreach • Website • Social media • Responses to inquiries • Interviews, roundtables and/or panels • Conferences

SDGs Overview

Our *Healthy 2030* strategy is aligned with the United Nations Sustainable Development Goals (SDGs), which are 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 SDGs that closely align with our business impact. We work to advance these goals each year through efforts implemented across our enterprise.

To further our progress, we collaborate with organizations that help us advance our *Healthy 2030* strategy – including the United Nations Global Compact (UNGC). CVS Health was the first U.S. pharmacy chain to hold membership in the UNGC, which confirms our commitment to the Compact’s ten Principles with respect to human rights, labor, the environment and anti-corruption.

Goal 2: Zero Hunger

The food we eat impacts our health at every stage of life. Healthy eating can lower the risk of chronic disease, boost immunity, and extend life expectancy, among other benefits. But today, nutrition-related diseases are contributing to rising health care costs. And for many people who need them, medically-tailored nutrition remains out of reach. We’re working to address these challenges with multi-year commitments designed to support those facing food insecurity and increase access to fresh, healthy food in communities we serve. In 2024, we granted nearly \$1.5 million to support nonprofit organizations working to address food insecurity in their communities.

[Learn more](#) about how we’re supporting food insecurity.

Goal 3: Good Health and Well-Being

We continue to expand on our ability to provide care and fundamentally restructure how health care is delivered in the U.S. – how, by whom and where. With touchpoints throughout a person’s health journey, we support patients and members with interventions, early diagnosis and treatment optimization. The results are improved health outcomes, lower costs, more durable relationships with providers, and broader access to high-quality care.

[Learn more](#) about how we’re improving outcomes.

Goal 4: Quality Education

We continue to invest in developing diverse workforce to support the needs of under-resourced communities. Our scholarship programs support students working toward pharmacy, clinical practice and retail management degrees across higher education institutions in the U.S. In 2024, we awarded over \$1 million in scholarship funding to students pursuing academic programs in Pharmacy, Nursing, and Retail Management.

[Learn more](#) about how we're investing in the future healthcare workforce.

Goal 5: Gender Equality

On our journey to provide personalized, high-quality and convenient care to all, we understand that women's health needs are unique. That's why we are providing access to services and resources to help women better understand and navigate their health. We are prioritizing health conditions that are exclusively disproportionately or differentially experienced by women — behavioral, reproductive, maternal and heart health, menopause and healthy aging.

Our workforce comprises 70% women, including 57% at the manager level and above.

Goal 8: Decent Work and Economic Growth

We are delivering on our bold vision for health care delivery with an incomparable set of assets that are uniquely CVS Health. The greatest of these strengths is our workforce of more than 300,000 purpose-driven colleagues. In 2024, we invested in their growth, provided them with comprehensive benefits and implemented new policies to improve their workplace experience. We also hired more than 110,000 new colleagues, paid out \$17.9 billion in wages; \$2.5 billion in benefits; and \$3.7 billion in income, property and employer taxes in the U.S.

We invested \$3.2 billion in small businesses across the U.S. in 2024.



Goal 12: Responsible Consumption and Production

A growing plastic waste crisis significantly impacts human health – through the air we breathe, the water we drink and the food we eat. At the same time, plastic is an incredibly valuable material for safe health care delivery and product quality. We believe we have an important role in solving this challenge – through external industry collaboration and thoughtful strategy in addressing non-essential, single-use plastic. Most of our plastic usage by weight comes from our mail order/specialty packaging, store brand packaging, prescription bottles and plastic bags. In 2024, we worked to eliminate or use less plastic where we can; replaced plastic with alternative materials; identified end-of-life solutions that increase recyclability; and encouraged customers to join us in our efforts.

[Learn more](#) about our sustainable materials strategy.



Goal 13: Climate Action

We are working to achieve carbon neutrality by 2030 and net-zero emissions across our value chain by 2050 – a commitment that will require collaboration, innovation and drive. Our path forward will focus on significant investments in renewable energy, electrification of our fleet, and continuous improvement in operational efficiency. We continue to enhance our collaboration with suppliers, ensuring that they set their own science-based emissions reduction targets and take steps to reduce their emissions accordingly.

[Learn more](#) about how we're supporting environmental health.

Goal 15: Life on Land

Our efforts to transform the health of our planet include reducing our consumption of natural resources. All palm oil used in our store brand products is sourced sustainably by our suppliers in compliance with our [Responsible Palm Oil Policy](#). To continue to reduce the impacts of our operations, we are investing in digital tools and solutions to reduce our paper usage, including through receipts at CVS Pharmacy.

[Learn more](#) about how we're supporting environmental health.

We have set ambitious goals and are holding ourselves accountable to drive impact towards our *Healthy 2030* strategy. Key initiatives driving progress to these goals are highlighted in [Healthy Planet](#).

Target	Target Year	2024 Progress	Status
Execute SBTi-validated net-zero target by reducing absolute scope 1, 2 & 3 emissions by 47%	2030	<ul style="list-style-type: none"> 28% reduction in scope 1 and 2 GHG emissions from 2019 baseline and 13% decrease from 2023-2024. 58% reduction in scope 3, category 1 (PGS) GHG emissions from 2019 baseline and 8% increase from 2023-2024. 	In progress
Source 50% of our energy from renewable sources	2040	<ul style="list-style-type: none"> Executed agreements to source over 100k MWh of renewable energy in 2024.* Total executed agreements to-date represent more than 969,200 MWh of renewable energy. ~102K MWh of renewable energy utilized in 2024. <p>*Progress measured from 2024 electric consumption of 1.85M MWh; 50% target equates to roughly 0.94M MWh.</p>	In progress
Achieve 100% carbon neutrality for scopes 1 & 2	2030	We continue to make progress in reducing scope 1 and 2 emissions in line with our science-based target.	In progress
Advance strategies to reduce plastic usage by 50% across operations	2030	<ul style="list-style-type: none"> 2023: 34,741.32 MT 2024: 31,420.71 MT 9.6% decrease from 2023 	In progress
Ensure Store Brand packaging is 100% reusable, recyclable, or compostable	2030	<p>As of December 31, 2024, 45.5% of store brand product components are designated as reusable, recyclable* or compostable.</p> <p>*We use How2Recycle's designations of 'widely recyclable' and 'store drop offs to define "recyclable."</p>	In progress

<p>Reduce virgin plastic in Store Brand packaging by 50%</p>	<p>2030</p>	<ul style="list-style-type: none"> • In 2023, 5% of our products made with plastic contained recycled content. In 2024, 5% of our products made with plastic contained recycled content. • We still have considerable progress to make and investments made in 2024 to data collection and assessment tools will help us evaluate and drive progress. • We continue to evaluate how to best report on this goal and capture efforts with a continuously evolving product portfolio and offerings that change annually. 	<p>In progress</p>
<p>Ensure all Store Brand paper-based packaging is from recycled or certified sustainably sourced content by 2025</p>	<p>2025</p>	<ul style="list-style-type: none"> • As of December 31, 2024, 13% of paper packaging in store brand products have sustainable sourcing certification. • Throughout 2024, we communicated with our suppliers about our expectations for all paper carton packaging. By the end of 2025, all paper cartons will be produced using either a recycled paper or from a certified sustainable source, such as Forest Stewardship Council (FSC), SFI (Sustainable Forestry Initiative), and Programme for the Endorsement of Forest Certification (PEFC). 	<p>In progress</p>
<p>By 2023, define a list of packaging to be designated as problematic or unnecessary and take measures to eliminate them by 2030</p>	<p>2023</p>	<ul style="list-style-type: none"> • We've identified these items and a full list can be found here. • We are now working to build out the data system of all packaging components for all store brand items. This will allow us to sort, filter and search by specific packaging attributes. • We have identified key features that we have defined to be problematic, such as single-use packaging containing PVC and packaging that is not recyclable based on specific components. • Through this system and with these definitions, we will be able to target individual items and components to implement more sustainable solutions to achieve our 2030 goals. 	<p>Complete / in progress</p>

Total employee count 313,823 as of 12/31/2024

Employment Type	2024	2023	2022
Full-time	73%	73%	73%
Part-time	27%	27%	27%

Employment + Gender	2024	2023	2022
Female	70%	70%	70%
Male	29%	30%	30%
Declined to self-identify	<1%	<1%	<1%

Employment + Age	2024	2023	2022
Under 30	31%	32%	33%
30-50	44%	43%	42%
Over 50	25%	25%	25%

Employment + Ethnicity†	2024	2023	2022
White (not Hispanic or Latino)	46%	48%	49%
Black/African American (not Hispanic or Latino)	18%	18%	18%
Hispanic/Latino	17%	16%	16%
Asian (not Hispanic or Latino)	12%	12%	12%
Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)	<1%	1%	1%
American Indian/Alaskan Native (not Hispanic or Latino)	<1%	<1%	<1%
Two or more Races	3%	4%	4%
Declined to self-identify	2%	1%	1%

*The percentages in the tables throughout this section may not total 100 due to rounding.

† U.S. colleagues only

Human Capital Data

Gender by Employment Level

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Total Board Member Count: 16 as of 12/31/2024

Board of Directors + Gender	2024	2023	2022
Female	31%	38%	42%
Male	69%	62%	58%

Total Employee Count, Vice President and Above: 667 as of 12/31/2024

Vice President and Above + Gender	2024	2023	2022
Female	43%	40%	39%
Male	57%	60%	60%
Declined to self-identify	<1%	<1%	<1%

Total Employee Count, Executive Leadership Team: 13 as of 12/31/2024

Executive Leadership Team and above + Gender	2024
Female	15%
Male	85%
Declined to self-identify	0%

Human Capital Data

Gender by Employment Level

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Selected Roles and Gender	Female	Male	Declined to self-identify
Customer Support Roles	85%	14%	<1%
Nurses	93%	6%	1%
Nurse Practitioners and Physicians Assistants	91%	8%	1%
Pharmacists	62%	37%	<1%
Pharmacy Technicians	79%	20%	<1%
Medical Directors	61%	39%	0%
Social Workers	90%	10%	0%
Care Concierge	87%	13%	<1%
Field Leadership	38%	61%	<1%
Front Store Colleagues	63%	37%	<1%
Distribution Center Colleagues	45%	55%	<1%
Hourly Wage Colleagues	72%	28%	<1%

Human Capital Data

Ethnicity by Employment Level†

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Total Employee Count, Executive Leadership Team: 13 as of 12/31/2024

Executive Leadership Team + Race/Ethnicity	2024
White (not Hispanic or Latino)	62%
Black/African American (not Hispanic or Latino)	0%
Hispanic/Latino	0%
Asian (not Hispanic or Latino)	31%
Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)	0%
American Indian/Alaskan Native (not Hispanic or Latino)	0%
Two or more Races	0%
Declined to self-identify	8%

Total Employee Count, Vice President and Above: 667 as of 12/31/2024

Vice President and Above + Race/Ethnicity	2024	2023	2022
White (not Hispanic or Latino)	72%	78%	79%
Black/African American (not Hispanic or Latino)	6%	6%	6%
Hispanic/Latino	4%	4%	3%
Asian (not Hispanic or Latino)	13%	9%	10%
Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)	<1%	<1%	<1%
American Indian/Alaskan Native (not Hispanic or Latino)	<1%	<1%	<1%
Two or more Races	1%	1%	1%
Declined to self-identify	3%	1%	<1%

† U.S. colleagues only

Human Capital Data

Ethnicity by Employment Level†

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Total Employee Count, Manager Level and Above: 34,540 as of 12/31/2024

Manager Level and Above + Race/Ethnicity	2024	2023	2022
White (not Hispanic or Latino)	62%	64%	64%
Black/African American (not Hispanic or Latino)	11%	10%	10%
Hispanic/Latino	9%	9%	9%
Asian (not Hispanic or Latino)	14%	14%	13%
Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)	<1%	1%	1%
American Indian/Alaskan Native (not Hispanic or Latino)	<1%	<1%	<1%
Two or more Races	2%	2%	2%
Declined to self-identify	1%	<1%	1%

† U.S. colleagues only



Human Capital Data

Race/Ethnicity by Selected Roles

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Role	White	Black/ African American	Hispanic/ Latino	Asian	Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)	American Indian/ Alaskan Native	Two or More Races	Declined to self- identify
Customer Support Roles	34%	36%	19%	3%	<1%	<1%	5%	2%
Nurses	68%	15%	8%	4%	<1%	<1%	2%	3%
Nurse Practitioners and Physicians Assistants	52%	22%	7%	12%	<1%	<1%	4%	2%
Pharmacists	52%	13%	4%	27%	<1%	<1%	2%	2%
Pharmacy Technicians	42%	18%	19%	14%	<1%	<1%	4%	2%
Medical Directors	54%	16%	6%	19%	0%	<1%	1%	4%
Social Workers	45%	36%	14%	2%	0%	<1%	1%	2%
Care Concierge	31%	41%	18%	2%	<1%	<1%	5%	2%
Field Leadership	69%	6%	6%	14%	<1%	<1%	2%	1%
Front Store Colleagues	44%	17%	24%	8%	<1%	<1%	4%	2%
Distribution Center Colleagues	36%	36%	22%	5%	<1%	<1%	2%	<1%
Hourly Wage Colleagues	43%	20%	19%	12%	<1%	<1%	4%	2%

Human Capital Data

Occupational Data*

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At CVS Health, we are committed to the health, safety, and well-being of our colleagues, customers, contractors, vendors, and other key stakeholders. Our occupational health and safety (OHS) program is applicable to our entire operations, including employees as well as clients, contractors, suppliers, and other visitors to our facilities.

Learn more in our [OHS Statement](#) and [Healthy Business](#)

Occupational Data	All Colleagues	Retail Location Colleagues	Distribution Center Colleagues	Health Care Delivery Colleagues***	Other Colleagues***
Number of Work-Related Fatalities	4	3	0	0	1
Rate of Work-Related Fatalities**	0.0017	0.0026	0	0	0.001
Number of Recordable Injuries	3,727	2,672	546	222	287
Rate of Recordable Injuries**	1.580	2.290	7.470	1.870	
Lost Time Injury (LTI) Frequency Rate**	0.96	1.16	6.69	0.92	
Lost Time Injury (LTI) Severity Rate**	32.42	35.66	323.56	19.56	
List of the main types of work-related injury	Strains + Contusions	Strains + Contusions + Punctures	Strains + Contusions	Punctures	
Number of hours worked	471,908,413	233,013,278	14,613,106	23,735,824.94	200,546,204

*This data does not include temporary labor. Temporary labor contracts are such that the companies that provide temporary labor are responsible for reporting their own injuries.

**Rates are calculated based on 200,000 hours.

***Categories added in 2024 through the creation of our health care delivery business segment.

Human Capital Data

Employee Engagement Data

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New Employee Hires

110,133
new employee hires
in 2024

New Hires + Gender	2024
Female	63%
Male	29%
Declined to self-identify	8%

Levels of Employee Engagement

We believe engaged colleagues produce stronger business results and are more likely to build a career with the Company. Each year we conduct engagement surveys that provides colleagues with an opportunity to share their opinions and experiences with respect to their role, their team and the enterprise to help CVS Health Corporation's Board of Directors (the "Board") and our management identify areas where we can improve colleague experience. These surveys cover a broad range of topics including development and opportunities, recognition, performance, well-being, compliance and continuous improvement. In 2024, we conducted engagement surveys in both April and September. More than 150,000 colleagues participated in each survey and overall engagement stayed consistent across surveys.

Average hours of training per employee per year

CVS Health offers a number of resources and programs that attract, engage, develop, advance, and retain colleagues. Training and development provides colleagues the support they need to perform well in their current role while planning and preparing for future roles and career growth. We offer an 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 mentoring, tools and workshops for colleagues to manage their career development. We offer a variety of management and leadership programs that develop potential colleagues. In addition, we offer leadership development to all leaders across the organization to best support their growth and their leadership of our colleagues. Our broad training practices include 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, 2024, CVS Health colleagues invested approximately 16 million hours in learning and development courses.

Our colleague development programming also promotes the importance of compliance across our business. CVS Health colleagues demonstrate this commitment through our annual Code of Conduct training, which nearly 100% of active colleagues completed in 2024. In 2024, we launched approximately 76 different training courses as part of our annual Enterprise Compliance Training Program.

Paid parental leave

Full-time employees with 12 months of continuous service and welcome a new child into their home are eligible to take up to four weeks away from work at 100% of their pay to ensure the latest addition to their family gets off to a strong start in life. In 2024, 9,641 colleagues requested an average of six weeks of paid parental leave, comprised of 73% women and 26% men.

Human Capital Data

Employee Engagement Data

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New Hires + Race/Ethnicity†	2024
White (not Hispanic or Latino)	33%
Black/African American (not Hispanic or Latino)	24%
Hispanic/Latino	19%
Asian (not Hispanic or Latino)	10%
Native Hawaiian or Other Pacific Islander (not Hispanic or Latino)	<1%
American Indian/Alaskan Native (not Hispanic or Latino)	<1%
Two or more Races	4%
Declined to self-identify	10%

New Hires + Age	2024
Up to 30	54%
30 to 50	30%
50+	8%
Declined to self-identify	6%

Rate of colleague turnover*:

Involuntary employee turnover in 2024 was 5.7%; Voluntary employee turnover in 2024 was 27.3%

*FOR RATE OF COLLEAGUE TURNOVER: Full enterprise turnover rates are calculated by dividing the total number of involuntary or voluntary terminations among all colleagues by the total headcount of all colleagues.

† U.S. colleagues only.

Human Capital Data

Employee Engagement Data

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Colleague Turnover + Gender*	Voluntary	Involuntary
Female	25%	5%
Male	25%	7%

*FOR TURNOVER BY GENDER, AGE & RACE/ETHNICITY: Gender, age, and race/ethnicity turnover rates are calculated by dividing the total number of involuntary or voluntary terminations among each gender, age and race/ethnicity category by the total headcount of colleagues who identify in that respective category. Data is incomplete for colleagues who do not specify a race.

Colleague Turnover + Race/Ethnicity *†	Voluntary	Involuntary
White (not Hispanic or Latino)	21%	3%
Black/African American (not Hispanic or Latino)	33%	10%
Hispanic/Latino	29%	8%
Asian (not Hispanic or Latino)	22%	3%
Native Hawaiian or Pacific Islander (not Hispanic or Latino)	27%	6%
American Indian/Alaskan Native (not Hispanic or Latino)	28%	8%
Two or more Races	34%	8%

Colleague turnover + Age *	Voluntary	Involuntary
Up to 30	44%	8%
30 to 50	18%	5%
50+	12%	3%

Number of positions filled by internal candidates	72,979
Ratio of entry level wage to minimum wage†	2.100
Percentage of employees earning minimum wage or higher†	100%
Median annual compensation (2024)	\$42,640

† U.S. colleagues only

Human Capital Data

Employee Engagement Data

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Average hourly wage by region†

Location: State	All Colleagues	Location: State	All Colleagues	Location: State	All Colleagues
AK	\$39.48	KY	\$31.35	NY	\$30.34
AL	\$28.54	LA	\$29.52	OH	\$31.56
AR	\$32.14	MA	\$33.00	OK	\$31.10
AZ	\$36.21	MD	\$31.10	OR	\$37.78
CA	\$32.35	ME	\$36.82	PA	\$31.26
CO	\$43.60	MI	\$29.11	PR	\$33.09
CT	\$42.26	MN	\$37.68	RI	\$43.53
DC	\$32.26	MO	\$30.70	SC	\$29.09
DE	\$30.99	MS	\$28.92	SD	\$44.10
FL	\$29.33	MT	\$34.34	TN	\$27.63
GA	\$31.32	NC	\$30.57	TX	\$31.57
HI	\$25.37	ND	\$32.01	UT	\$35.00
IA	\$32.83	NE	\$35.96	VA	\$31.01
ID	\$34.43	NH	\$33.57	VT	\$34.25
IL	\$38.18	NJ	\$31.69	WA	\$42.57
IN	\$28.16	NM	\$32.36	WI	\$32.66
KS	\$ 34.27	NV	\$27.06	WV	\$29.66
				WY	\$47.25

† U.S. colleagues only

Our commitment to human rights

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At CVS Health, we are fundamentally committed to respecting and supporting internationally recognized human rights.

Policy and governance

In addition to respecting human rights by preventing and mitigating adverse impacts of our business, we also promote human rights by taking actions that proactively contribute to the enjoyment of human rights. We do this by conducting proactive due diligence and complying with the United Nations Guiding Principles on Business and Human Rights (UNGP).

Our [Human Rights Policy](#) was approved by executive leadership, and oversight and responsibility for implementation of the policy rests with a cross-functional team, including members representing compliance, legal, procurement and human resources. Through engagement with leading nongovernmental, advocacy and supply chain organizations and experts, we stay apprised of developments and emerging risks in the area of human rights and review and adjust our actions accordingly.

We conduct human rights due diligence by identifying adverse impacts through human rights impact assessments, meaningful engagement with stakeholders across our value chain, and measuring and reporting on our findings and performance.

Our Commitment to colleagues

We recognize that our employees are our greatest asset, and our business is most successful when they are treated with dignity and respect. We are committed to providing a positive, rewarding, and safe work environment for every CVS Health colleague. Several resources are provided to colleagues to support our commitment, including information related to their legal rights as a CVS Health employee, policies in place to support a safe work environment, and expectations for conducting business ethically and responsibly. Channels in place to inform our colleagues and leaders of their obligations, expectations and reporting vehicles include required and optional trainings, intranet resources and articles, direct communications, and signage in work locations.

Equal opportunity and freedom from discrimination

Our continued success depends on the full participation of all qualified persons regardless of race, ethnicity, national origin, ancestry, color, religion, sex/gender, sexual orientation, gender identity or expression, physical or mental disability, medical condition (including pregnancy), age, veteran status, military status, marital status, genetic information, citizenship status, unemployment status, political affiliation, or on any other basis or characteristic prohibited by applicable federal, state or local law. We are committed to a work environment free of all types of discrimination.

[Learn more](#)

Freedom of association and right to collective bargaining

We respect our employees' right to either unionize or refrain from doing so. As of December 31, 2024, 5.3% of employees were covered by collective bargaining agreements.

Providing training and resources

We offer multiple compliance courses that address human rights topics, including discrimination and harassment, informed consent, and quality of care. This includes our annual Code of Conduct training, which nearly 100% of active colleagues completed in 2024. Through this annual training, colleagues receive and must acknowledge receipt of our human rights policy.

Updates

In 2016, we began collaborating with experts at Business for Social Responsibility (BSR) to conduct regular human rights impact assessments and gap analyses informed by the UN Guiding Principles on Business and Human Rights. Following our assessment in 2016, we engaged with BSR to do a refresher assessment to identify and prioritize human rights risks through our operations, value chain, and business relationships and take appropriate actions to manage them. The most recent BSR assessment, concluded in the fall of 2021, accounted for evolving stakeholder expectations, emerging human rights issues and the growth of our enterprise. The assessment covered many issue areas including forced and child labor, human trafficking, freedom of association, right to collective bargaining, equal remunerations, discrimination, COVID-19, and product and patient safety. Our plan is to conduct regular assessments, which will allow us to focus on different groups within the enterprise and regularly monitor the entire business.

Other policies that relate to the protection and promotion of human rights for our colleagues include:

- [Code of Conduct](#)
- [Equal Opportunity Employer & Consumer Rights](#)
- [Employee Arbitration Program](#)
- [Occupational Health and Safety](#)

Learn more about our impact:

- [Colleague Safety](#)
- [Engaging and inclusive workplace](#)

Our commitment to patients and customers

As part of our work to build a world of health around every consumer, we are committed to respecting and promoting our patients' and customers' human rights. This includes their rights as patients of CVS Health care providers, protection of their privacy and data, the integrity of our products, and our commitment to responsible marketing practices. Through customer survey mechanisms, we work to gather the voice of the consumer in informing related policies and practices.

Through customer survey mechanisms, we work to gather the voice of the consumer in informing related policies and practices.

Other policies that relate to the protection and promotion of human rights for patients and customers include:

- [Equal Opportunity Employer & Consumer Rights](#)
- [Occupational Health and Safety](#)
- [Minuteclinic Notice of Patient Rights](#)
- [Commitment to Responsible Marketing Practices](#)
- [Safety and Quality](#)
- [Tested to Be Trusted](#)
- [Privacy Policy](#)
- [Responsible Use of Technology](#)

Our commitment to supply chain communities

Where we are directly linked to human rights impacts through our business relationships, we seek ways to positively influence the human rights actions of our business partners, including our suppliers.

Social Compliance Audit Summary

We require suppliers and their factories to provide fair and safe working conditions for all workers and to treat their employees with dignity and respect. To ensure factories are meeting local laws and international standards as it relates to human rights concerns, audits are conducted by our independent third-party audit firm partner, UL, through our Ethical Sourcing & CTPAT Compliance Program. The Ethical Sourcing & CTPAT Compliance Program focuses on human rights related areas such as child labor, forced labor, wages/benefits and health/safety.

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.

Zero Tolerance Issues	Number of Audits Found to Have an Issue
Child Labor	1
Abuse and Harassment	0
Bribery	3
Forced Prison Labor, Human Trafficking	1
Confirmed Falsified Audit Report and/or Business License	0
Intentional Non-Disclosure of Finished Goods Subcontracting (Tier 1 and 5 Subcontractors)	0
Life Threatening Conditions**	0

** "Life Threatening Conditions" as a Zero Tolerance Issue is for situations in which CVS Health feels a factory is knowingly putting workers in harm by purposefully preventing or making it challenging for them to exit (ex: permanently locking/blocking exits and/or evacuation pathways).

Our commitment to human rights

Alert Notification Issues	Number of Audits with Issues*	Action Taken
Life Threatening Finding (Locked/Blocked Exits, Blocked Pathways)*	36	<p>All factories provided evidence that the issue(s) had been corrected within the required timeframe.</p> <p>33 factories underwent the Verification process, which confirmed the issue(s) were not reoccurring.</p> <p>1 factory underwent the Verification process, which confirmed the issue(s) were not reoccurring, however new issue(s) were identified. Additional Verification took place, which confirmed the issue(s) were not reoccurring.</p> <p>1 factory is still in the Verification process.</p>
Discrimination	4	<p>All factories provided evidence that the issue(s) had been corrected within the required timeframe.</p> <p>All factories underwent the Verification process, which confirmed the issue(s) were not reoccurring.</p>
Non-Disclosure of Finished Goods Subcontracting (Tier 1 and Tier 5 Subcontractors)	11	<p>The suppliers provided information on their subcontractors within the required timeframe. All subcontractors were audited, and passed their audits.</p>
Missing Business License	1	<p>The factory applied for and received a legal business license, at which point the issue was verified.</p>
Passport Retention	0	N/A
Life Threatening Finding AND Non-Disclosure of Finished Goods Subcontracting (Tier 1 & Tier 5 Subcontractors)	1	<p>The factory provided evidence that the issue(s) had been corrected within the required timeframe. The factory underwent the Verification process, which confirmed the issues were not reoccurring.</p> <p>The supplier provided information on their subcontractor within the required timeframe. The subcontractor was audited, and passed their audit.</p>
Life Threatening Finding (Locked/Blocked Exits, Blocked Pathways) AND Discrimination	1	<p>The factory provided evidence that the issue(s) had been corrected within the required timeframe. The factory underwent the Verification process, which confirmed the issues were not reoccurring.</p>

*To provide additional transparency and to more accurately disclose findings within our supply chain, the 2023 data reported in 2024 includes issues found in Tier 4 subcontractor factories, in addition to issues found in Primary, Tier 1, and Tier 5 factories which we have historically reported. "Life Threatening Finding" as an Alert Notification Issue captures situations in which there is no harmful intent on the part of the factory.

Our commitment to human rights

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Training

A live virtual training for suppliers regarding our program requirements drew over 250 attendees in 2024. Over 1,000 suppliers and factories also participated in our e-Learning modules. In 2025, an updated e-learning module will target key audit finding trends.

Other policies that relate to the protection and promotion of human rights in our supply chain include:

- [Compliance/Ethics | CVS Health Suppliers](#)
- [Code of Conduct](#)
- [Occupational Health and Safety](#)
- [Safety and Quality](#)



Reporting Mechanisms

At CVS Health, we are fundamentally committed to respecting and supporting internationally recognized human rights. We promote various channels for reporting human rights concerns and work closely and collaboratively with stakeholders to understand and address concerns. Our process for intake and review of concerns is detailed below.

We promote various channels for reporting human rights concerns:

- Anyone wishing to report concerns or ask questions (including colleagues, vendors/suppliers, contractors, and consumers) may use the CVS Health Ethics Line to report concerns or ask questions by calling confidentially and toll free at 1-877-CVS-2040.
- Colleagues can also escalate concerns or ask for advice by calling Colleague Relations. Our union colleagues submit grievances in accordance with their aligned collective bargaining agreement, working with a designated Labor Relations Grievance team and legal partners as appropriate. Additional support is provided to colleagues through training and resources.
- Consumers and the public can also contact CVS Health through our Customer Support line 1-800-SHOP-CVS or CVS Health Corporation, Customer Relations, One CVS Drive, Woonsocket, RI 02895.

We work closely and collaboratively with stakeholders to understand and address concerns.

Ethics Line

- The CVS Health Ethics Line is available 24 hours per day, seven days per week, 365 days per year for those reporting violations or concerns. Reports can be made via phone, email, or internet web form. All reports remain confidential to the extent reasonably possible.
- CVS Health utilizes an independent third party to receive incoming calls and web form reports to the Ethics Line, which can be submitted anonymously.
- The Ethics Line will triage the case to the appropriate investigative team and will follow up as needed on the status of the investigation.
- At the conclusion of the investigation, the investigator provides a summary of the investigation to the Ethics Line Team, which reviews the summary to confirm that all compliance concerns were evaluated, that the investigation was thorough, and that the outcome was reasonable.
- If a compliance violation is found, appropriate corrective action is evaluated.
- The Ethics Line team provides updates as appropriate regarding status and case closure, though specific case closure details will not be provided.

Colleague Relations

Colleague Relations provides objective guidance to both colleagues and leaders to address issues concerning work performance, workplace experience, or interaction among colleagues. When a case gets reported to Colleague Relations, it will be triaged to the appropriate team depending on the concern. The case is assessed, and a notice is provided to the complainant. A meeting is then set up with the colleague to review concerns.

- Colleagues and leaders partner with Colleague Relations Advisors on employee relations concerns, corrective action and performance.
- Colleague Relations Investigators investigate complaints involving potential violation of policy, law, or work rule.

Following the conclusion of the review and/or investigation, the case manager will contact the complainant to discuss the outcome of the case. Should a policy violation be found, possible outcomes could include coaching or training, a Performance Improvement Plan, and/or progressive discipline up to, and including, termination.

Customer Support Line

- Customers can call the toll-free number on their ID or membership card.
- A natural language interactive voice response (IVR) will answer and ask the customer to state the reason for their call or complaint. Complaints are routed directly to a representative.
- The representative will gather pertinent information from the customer and document notes in their agent desktop. They assist the customer with any immediate needs, recap the conversation and next steps, and end the call. The customer is offered a survey either after the call or via email.
- Upon completion of the call, the representative will route any complaints, via a task, to the complaints team.
- The complaints team promptly researches the issue and responds to the customer.

CVS Health is committed to reducing the impacts of our operations.

More information on our programs and initiatives is detailed in our *Healthy 2030* report [Healthy Planet section](#).

We have set ambitious goals and report on our progress annually. [Learn more in Tracking Our Progress](#).

[Additional information](#) on our climate-related progress, is available in our [Climate-related risks and opportunity disclosure](#).

Energy Usage and Greenhouse Gas Data

Total Energy Usage by Type (2022-2024)

Year	Electricity (Million Mwh)	Natural Gas (Million Therms)	Propane & Oil (Therms)	Fuel Consumption (Million Gallons)*
2022	2.2	22.5	551,822	5.9
2023	2.1	19.8	408,359	8.1
2024	1.9	23.7	428,967	8.8

Progress Towards 1.5-degree SBT 2022-2024, 2019 Baseline

Year	CO ₂ e** (MT)	Reduction against Baseline
2019	1,193,890	N/A
2022	1,036,511	-13%
2023	983,724	-18%
2024	856,958	-28%
2030 Target	632,762	-47%

Intensity Metrics

Year	Emissions Intensity (mtCO ₂ e/\$mil Revenue)
2024	2.30

*The percentages in the tables throughout this section may not total 100 due to rounding.

**Scope 1 and 2 market-based method

GHG Emissions by Scope 2022-2024

A breakdown of Scope 1, 2 and 3 data are 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) 2022-2024, 2019 baseline

Scope 1 Breakdown	2024		2023		2022		2019	
	Tonnes of c02e	% of total Scope 1 and 2 (market-based) emissions	Tonnes of c02e	% of total Scope 1 and 2 (market-based) emissions	Tonnes of c02e	% of total Scope 1 and 2 (market-based) emissions	Tonnes of c02e	% of total Scope 1 and 2 (market-based) emissions
Scope 1 Total	261,522	31%	269,225	27%	250,022	24%	157,199	13%
Natural Gas	110,733	13%	105,245	11%	120,005	12%	77,664	7%
Other Fuels	2,721	<1%	2,732	<1%	3,073	<1%	3,104	<1%
Corporate Fleets	31,356	4%	42,351	4%	19,190	2%	8,861	1%
Private Delivery Fleet	39,987	5%	33,567	3%	31,385	3%	30,250	3%
Refrigerants	65,538	8%	85,330	9%	71,098	7%	30,681	3%
Air Fleet	11,187	1%	7,501	1%	5,271	1%	6,639	1%

Scope 2* Breakdown	2024		2023		2022		2019	
	Tonnes of c02e	% of total Scope 1 and 2 (market-based) emissions	Tonnes of c02e	% of total Scope 1 and 2 (market-based) emissions	Tonnes of c02e	% of total Scope 1 and 2 (market-based) emissions	Tonnes of c02e	% of total Scope 1 and 2 (market-based) emissions
Scope 2 Total (Market-based)	595,700	69%	714,499	73%	786,489	76%	1,036,690	87%
Scope 2 Total (Location-based)	653,702	N/A	718,743	N/A	795,681	N/A	1,024,682	N/A
Scope 1 and 2 Total (Market-based)	857,222	100%	983,724	100%	1,036,511	100%	1,193,890	100%

*Scope 2 emissions are based on purchased electricity, steam, and chilled water.

Scope 3 Breakdown	2024		2023		2022		2019	
	Tonnes of c02e	% of total Scope 3 emissions	Tonnes of c02e	% of total Scope 3 emissions	Tonnes of c02e	% of total Scope 3 emissions	Tonnes of c02e	% of total Scope 3 emissions
Scope 3 Total	11,387,115	100%	10,449,781	100%	14,286,071	100%	24,608,123	100%
1. Purchased goods + Services	9,853,462	87%	9,113,142	87%	12,959,465	91%	23,184,944	94%
2. Capital Goods	268,755	2%	179,504	2%	171,511	1%	1,011,730	4%
3. Fuel + Energy related activities	266,027	3%	287,866	3%	306,957	2%	51,657	0.2%
4. Upstream Transportation	292,446	3%	230,116	2%	247,807	2%	—	—%
5. Waste	127,490	1%	129,925	1%	103,198	1%	116,374	0.5%
6. Business Travel	57,098	<1%	51,758	0.5%	39,737	0.0%	106,796	0.4%
Business Air Travel	16,563	<1%	17,369	0.2%	11,011	0.3%	77,964	—%
Rental Cars	5,495	<1%	6,972	0.1%	5,909	0.3%	10,199	—%
Personal Car	29,844	<1%	24,626	0.2%	19,303	0.3%	18,632	—%
Hotel Stays	4,850	<1%	2,709	0.0%	2,256	0.0%	—	—%
Rail Travel	346	<1%	82	0.0%	66	0.0%	—	—%
7. Employee Commuting	493,839	4%	436,239	4%	437,707	3%	20,400	0.1%
8. Upstream Leased Assets	27,997	<1%	20,090	0.2%	19,706	0.0%	—	—%
9. Downstream Transport & Distribution	#N/A	—%	#N/A	0.0%	#N/A	0.0%	116,222	0.5%
10. Processing of Sold Products	#N/A	0.0%	#N/A	0.0%	#N/A	0.0%	—	—%
11. Use of Sold Products	#N/A	0.0%	#N/A	0.0%	#N/A	0.0%	—	—%
12. End-of-life Sold Products	#N/A	0.0%	#N/A	0.0%	#N/A	0.0%	—	—%
13. Downstream Leased Assets	#N/A	0.0%	#N/A	0.0%	#N/A	0.0%	—	—%
14. Franchises	#N/A	0.0%	#N/A	0.0%	#N/A	0.0%	—	—%
15. Investments	#N/A	0.0%	#N/A	0.0%	#N/A	0.0%	—	—%

Environmental Data

Waste Data

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Regulated Waste Disposal Methods 2022-2024

	2024		2023		2022	
Waste Disposal Methods	Waste in Tonnes	%**	Waste in Tonnes	%**	Waste in Tonnes	%**
Total Waste Generated	4,751	100%	5,561	100%	9,606	100%
Total Hazardous***	1,779	37%	2,141	39%	5,277	55%
Total Non-Hazardous****	2,353	50%	2,798	50%	3,447	36%
Total Regulated Medical Waste (RMW)	619	13%	621	11%	881	9%
Waste Reused	1	0%	0.5	0%	0.2	0%
Total Hazardous***	0	2%	0	0%	0	0%
Total Non-Hazardous****	1	98%	0.5	100%	0.2	100%
Total Regulated Medical Waste (RMW)	0	0%	0	0%	0	0%
Waste Recycled	2,005	42%	2,376	43%	5,631	45%
Total Hazardous***	899	45%	1,271	53%	3,787	67%
Total Non-Hazardous****	514	26%	512	22%	964	17%
Total Regulated Medical Waste (RMW)	593	30%	594	25%	880	16%
Waste Incinerated with Energy Recovery	1,615	34%	1,979	36%	2,094	35%
Total Hazardous***	129	8%	0	0%	0	0%
Total Non-Hazardous****	1,483	92%	1,979	100%	2,094	100%
Total Regulated Medical Waste (RMW)	3	0%	0	0%	0	0%
Waste Incinerated without Energy Recovery	1,018	21%	1,182	21%	1,796	19%
Total Hazardous***	751	74%	870	74%	1,485	83%
Total Non-Hazardous****	259	25%	285	24%	311	17%
Total Regulated Medical Waste (RMW)	8	1%	27	2%	0.3	0%
Waste to Landfill	112	2%	23	0.4%	84	0.9%
Total Hazardous***	1	0%	1	4%	5	6%
Total Non-Hazardous****	96	86%	22	96%	79	94%
Total Regulated Medical Waste (RMW)	15	14%	0	0%	0	0%

Environmental Data

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Waste Data

**Percentages that do not total 100 percent are due to rounding.

*** The waste categories included are hazardous waste and hazardous pharmaceutical waste.

**** The waste categories included are non-hazardous regulated waste, non-hazardous pharmaceutical waste, and organics.

Recycling Figures 2023

50%

Our overall diversion rate for 2024, meaning half of all our waste is diverted from landfill

4.5

metric tons of plastic bags were diverted from landfills to our plastic bag recycling program

Other recycling figures:

6.1

metric tons of mixed paper

1.3

metric tons of plastic bottles & cans

1433.9

metric tons of white paper

197,981

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

Water Data

Water Use Intensity Measurement (2022-2024)

Year	Total Water Usage (ML)	SF of Retail Space (Millions)	Normalized Water Usage (Per SF of Retail Space in ML)
2022	6,303	78.9	0.000080
2023	5,017	76.2	0.000066
2024	6,590	74.1	0.000089

About this report

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CVS Health’s annual *Healthy 2030* Impact Report provides an overview of our Company’s environmental and social commitments, as well as progress against certain priorities, goals and targets.

Boundary and scope

Consistent with previous reports, the boundaries for this report extend to all United States company-owned and/or operated facilities, administrative offices and retail pharmacies for the corporate enterprise. Company operations outside the U.S. are limited and included in this report and accompanying Appendix, unless otherwise noted, including Cordavis. Data contained in this report covers activities that occurred in fiscal 2024 (January 1 – December 31, 2024) unless otherwise noted.

Content and materiality

In 2023, we completed a prioritization assessment in accordance with the Global Reporting Initiative (GRI) Standards’ guidance for defining priority topics and in collaboration with BSR (Business for Social Responsibility). The topics inform the content of our reporting and *Healthy 2030* strategy. For additional details, please see [Prioritization Assessment](#). We use the terms “prioritization assessment and priority topics” in our *Healthy 2030* impact reporting to reference which topics are most important to our stakeholders and our business. Due to the varied interests of our stakeholder groups, not all of the identified topics are material to the Company as such term is defined under applicable securities laws. The inclusion of topics in this assessment and the inclusion of information in this report generally should not be construed as a characterization regarding its materiality or significance for any other purpose, including for purposes of applicable securities laws.

Disclosure and assurance

CVS Health management is responsible for the preparation and integrity of the information in this report. The enterprise metrics and goals in this report are established through a rigorous review process involving internal subject matter experts, and we believe this report accurately and fairly represents our activities, programs and results for the fiscal year ending December 31, 2024.

The report was submitted to the board of directors and was reviewed and approved by members of CVS Health senior management, including our steering committee, as well as the disclosure committee, each of which is comprised of management from principal functional areas within the Company. CVS Health carbon footprint and water data from 2016-2024 has been externally assured. The *Healthy 2030* Impact Report Appendix has also been reviewed and assured to the AA1000 standard. Verification statements are available on our report archives website. The Company may consider having additional content and data in its future impact reports externally assured.

This report was produced based on the GRI Standards. More information is available at [GlobalReporting.org](https://www.globalreporting.org). Full indices for the GRI Standards and the Sustainability Accounting Standards Board (SASB), as well as our contributions to the United Nations' Sustainable Development Goals (UNSDGs) are available in the appendix to this report. Our Climate-Related Disclosure, prepared to reflect the recommendations of the Task Force on Climate Related Financial Disclosures (TCFD) and the International Sustainability Standards Board's International Financial Reporting Standards (ISSB - IFRS), is available in the appendix.

Your feedback

Your feedback is important to us as we continue to look for ways to improve our reporting and provide you with the information you need. Please submit your feedback to:

CSR@CVSHealth.com
CVS Health Corporation
Attn: CSO & SVP, Corporate Social Responsibility and Philanthropy
One CVS Drive, MC 1200, Woonsocket, RI 02895
401-765-1500 (TTY:711)

Preparation of this report

This report contains certain forward-looking statements that are subject to risks and uncertainties. Actual results may differ materially from those contemplated by the forward-looking information for a number of reasons as described in our Securities and Exchange Commission (SEC) filings, including those set forth in the "Risk Factors" section and under the section entitled "Cautionary Statement Concerning Forward-Looking Statements" in our most recently filed Annual Report on Form 10-K and Quarterly Report on Form 10-Q. We refer readers of this Report to all our SEC filings, including our Annual Report to Stockholders, our Form 10-K, Forms 10-Q and any Forms 8-K, which provide important information about our business, operations and financial performance. Before making any investment or other decision relating to CVS Health, all such public filings should be considered in detail. References in this document to CVS Health products, programs or services do not imply that CVS Health intends to provide all products, programs or services across all of its businesses. Statements regarding the future direction and intent of CVS Health are subject to change or withdrawal without notice and represent goals and objectives only.

The 2024 CVS Health Impact Report has been developed in accordance with the GRI Standards (2021) for the period from January 1, 2024 to December 31, 2024. CVS Health also supports the Culture of Health for Business Framework, which was developed in 2019 by a group of leading companies, nonprofits and academia with support from the Robert Wood Johnson Foundation. Disclosures reflected within that Framework are included within our GRI Index disclosures.

Organizational & Reporting

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
2-1	Organization details	Corporate Profile, p. 3, 2024 Impact Report Appendix CVS Health Corporation is a publicly traded corporation on the New York Stock Exchange. Ticker Symbol: CVS Corporate Headquarters is located at: CVS Health 1 CVS Drive Woonsocket, RI 02895
2-2	Entities included in the organization's sustainability reporting	About this Report, p. 40-41, 2024 Impact Report Appendix 2025 Proxy Statement
2-3	Reporting period, frequency and contact point	About this Report, p. 40-41, 2024 Impact Report Appendix Reporting period covers calendar year 2024, January 1 - December 31, 2024. Both sustainability and financial reporting cycles at CVS Health run on a calendar year. Report publication, April 4, 2025 CSR@CVSHealth.com CVS Health Corporation Attn: SVP and CSO, Corporate Social Responsibility & Philanthropy 1 CVS Drive, Woonsocket, RI 02895 401-765-1500
2-4	Restatements of information	None
2-5	External Assurance	CVS Health carbon footprint and water data from 2016-2023 have been externally assured. Data from 2024 will be reviewed and assured in the coming weeks and updated within this report upon completion. Verification statements are available on our report archives website. The Company may consider having additional content and data in its future Impact Reports externally assured.

Organizational & Reporting Cont.

2-6	Activities, value chain and other business relationships	Corporate Profile, p. 3, 2024 Impact Report Appendix Creating Value About this Report, p. 40-41, 2024 Impact Report Appendix
2-7	Employees	All work is performed by our company's employees, with a large majority of them performing retail-related duties and are located primarily in the U.S. Human Capital Data, p. 17, 2024 Impact Report Appendix
2-8	Workers who are not employees	CVS Health employees are both full and part-time employees as well as third-party contractors. Human Capital Data, p. 17, 2024 Impact Report Appendix About this Report, p. 40-41, 2024 Impact Report Appendix Requirements 2-8-b and 2-8-c: Confidentiality constraints: We does not publicly disclose this data. CVS Health contractors are not included within the boundaries of our reporting as they are considered employees of their respective organizations we do business with.

Governance

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
2-9	Governance structure and composition	<i>Healthy 2030</i> Strategy & Governance, p. 4, 2024 Impact Report Appendix Committees of the Board, 2025 Proxy Statement
2-10	Nomination and the selection of the highest governance body	CVS Health Corporate Governance Guidelines
2-11	Chair of the highest governance body	Board Structure and Processes, 2025 Proxy Statement Roger Farah serves as Executive Chair of our Board of Directors and Michael F. Mahoney serves as Lead Independent Chair of our Board of Directors
2-12	Role of the highest governance body in overseeing the management of impacts	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix 2025 Proxy Statement
2-13	Delegation of responsibility for managing impacts	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix

Governance Cont.

2-14	Role of the highest governance body in sustainability reporting	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix
2-15	Conflicts of interest	Related Person Transaction Policy , 2025 Proxy Statement CVS Health - Investors - Corporate Governance - Guidelines CVS Health Code of Conduct
2-16	Communication of critical concerns	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix Our commitment to human rights, p. 28, 2024 Impact Report Appendix Information unavailable/incomplete. There are many ways in which critical concerns of stakeholders are brought to our Board of Directors. Our President and CEO and executive leadership team bring these issues to our Board on an on-going basis.
2-17	Collective knowledge of the highest governance body	Committees of the Board, 2025 Proxy Statement CVS Health Corporate Governance Guidelines
2-18	Evaluation of the performance of the highest governance body	CVS Health Corporate Governance Guidelines 2025 Proxy Statement
2-19	Remuneration policies	Compensation Discussion and Analysis, 2025 Proxy Statement CVS Health Corporate Governance Guidelines <i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix
2-20	Process to determine remuneration	Compensation Discussion and Analysis, 2025 Proxy Statement CVS Health Corporate Governance Guidelines
2-21	Annual total compensation ratio	Compensation Discussion and Analysis, 2025 Proxy Statement

Strategy

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
2-22	Statement on sustainable development strategy	Letter from CEO, Executive Chair and Lead Independent Director of the Board Letter from Chief Sustainability Officer

Ethics and Integrity

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
2-23	Policy commitments	<p>All CVS Health colleagues, members of its Board of Directors, and some suppliers, are required to acknowledge receipt of the Code of Conduct and Human Rights Policy annually. Additionally, all colleagues must complete an annual Code of Conduct and Compliance training. In 2024, nearly 100% of active colleagues completed this training.</p> <p> CVS Health Code of Conduct CVS Health Human Rights Policy </p>
2-24	Embedding policy commitments	<p>All CVS Health colleagues, members of its Board of Directors, and suppliers, are required to acknowledge receipt of the Code of Conduct and Human Rights Policy annually. Additionally, all colleagues must complete an annual Code of Conduct and Compliance training. In 2024, nearly 100% of active colleagues completed this training.</p> <p> CVS Health Code of Conduct CVS Health Human Rights Policy </p>
2-25	Process to remediate negative impacts	<p> CVS Health Code of Conduct CVS Health Human Rights Policy CVS Health Ethics Line 1-877-CVS-2040 Our Commitment to human rights, p. 33, 2024 Impact Report Appendix </p>
2-26	Mechanisms for seeking advise and raising concerns	<p> CVS Health Code of Conduct CVS Health Ethics Line 1-877-CVS-2040 Our commitment to human rights, p. 33-34, 2024 Impact Report Appendix </p>
2-27	Compliance with laws and regulations	<p> CVS Health Form 10-K </p> <p>Any significant instances of noncompliance with laws and regulations and material fines in the current and prior reporting periods are set forth in our annual reports on Forms 10-K filed with the SEC, which include our audited financial statements.</p>
2-28	Membership Associations	<p>Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix Stakeholder Engagement </p>

Stakeholder Engagement

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
2-29	Approach to stakeholder engagement	Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix Stakeholder Engagement
2-30	Collective bargaining agreements	<p>As of December 31, 2024, 5.3% 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>

Material Topics

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-1	Process to determine material topics	About this Report, p. 40-41, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
3-2	List of material topics	Prioritization Assessment, p. 8, 2024 Impact Report Appendix
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix

201: Economic Performance

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
201-1	Direct economic value generated and distributed	Corporate Profile, p. 3, 2024 Impact Report Appendix CVS Health does not currently capture EVG&D data by country/region/market levels.
201-2	Financial implications and other risks and opportunities due to climate change	Climate Disclosure, p. 73, 2024 Impact Report Appendix
201-3	Defined benefit plan obligations and other retirement plans	Confidentiality constraints: CVS Health considers these data points to be confidential.
201-4	Financial assistance received from government	Confidentiality constraints: CVS Health considers these data points to be confidential.

202: Market Presence

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	About this Report, p. 40-41, 2024 Impact Report Appendix; Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Human Capital Data, p. 27, 2024 Impact Report Appendix As a company with a national footprint, we have broken this data out by state.
202-2	Proportion of senior management hired from the local community	100% of senior leaders at Vice President level and above live in the United States. <i>Regional location data for Oak Street Health, Signify Health, and Cordavis is unavailable</i>

203: Indirect Economic Impacts

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
203-1	Infrastructure investments and services supported	In 2024, we provided more than \$239M in Philanthropic giving. Healthy Community Corporate Profile, p. 3, 2024 Impact Report Appendix In 2024, CVS Health invested \$266 million in affordable housing and \$1.9 billion since inception.
203-2	Significant indirect economic impacts opportunities due to climate change	Healthy Business

204: Procurement Practices

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
204-1	Proportion of spending on local suppliers	Confidentiality constraints: CVS Health considers these data points to be confidential.

205: Anti-Corruption

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
205-1	Operations assessed for risks related to corruption	Social Compliance Audit Summary, p. 30-31, 2024 Impact Report Appendix

205-2	Communication and training about anti-corruption policies and procedures	100% of CVS Health colleagues are required to acknowledge receipt of the Code of Conduct and complete an annual Code of Conduct and Compliance training. Members of our Board of Directors, when doing work for CVS Health, as well as some supplier partners, are also governed by the Code of Conduct. CVS Health Code of Conduct
205-3	Confirmed incidents of corruption and actions taken	Social Compliance Audit Summary, p. 30-31, 2024 Impact Report Appendix

206: Anti-Competitive Behavior

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Confidentiality constraints: CVS Health considers these data points confidential.

301: Materials

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
301-1	Materials used by weight or volume	In 2024, we used 31,420.71 metric tons of plastic; 16% contained PCR.
302-2	Recycled input materials used	Tracking Our Progress, p. 15-16, 2024 Impact Report Appendix Healthy Planet Resource: Plastic Progress Report
303-3	Reclaimed products and their packaging materials	

302: Energy

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
302-1	Energy consumption within the organization	Total Energy Usage by Type, GHG Emissions, Environmental Data, p. 35, 2024 Impact Report Appendix; Energy Consumption (Global), p. 60, 2024 Impact Report Appendix
302-2	Energy consumption outside of the organization	Total Energy Usage by Type, GHG Emissions, Environmental Data, p. 35, 2024 Impact Report Appendix; Energy Consumption (Global), p. 60, 2024 Impact Report Appendix
302-3	Energy intensity	Total Energy Usage by Type, GHG Emissions, Environmental Data, p. 35, 2024 Impact Report Appendix; Energy Consumption (Global), p. 60, 2024 Impact Report Appendix
302-4	Reduction of energy consumption	Total Energy Usage by Type, GHG Emissions, Environmental Data, p. 35, 2024 Impact Report Appendix; Energy Consumption (Global), p. 60, 2024 Impact Report Appendix
302-5	Reductions in energy requirements of products and services	Total Energy Usage by Type, GHG Emissions, Environmental Data, p. 35, 2024 Impact Report Appendix; Energy Consumption (Global), p. 60, 2024 Impact Report Appendix

303: Water & Effluents

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
303-1	Interactions with water as a shared resource	Water Use Intensity Measurement, Environmental Data, p. 39, 2024 Impact Report Appendix Water Management, p. 61, 2024 Impact Report Appendix
303-2	Management of water discharge-related impacts	Water Use Intensity Measurement, Environmental Data, p. 39, 2024 Impact Report Appendix Water Management, p. 61, 2024 Impact Report Appendix
303-3	Water withdrawal	Water Use Intensity Measurement, Environmental Data, p. 39, 2024 Impact Report Appendix Water Management, p. 61, 2024 Impact Report Appendix
303-4	Water discharge	Not applicable: Nearly all of our water is discharged to local municipal treatment plants or to groundwater from irrigation; a small subset of sites, about 105, discharge into local septic systems. The rest discharges into municipal sewers.
303-5	Water consumption	Not applicable: We do not store water.

305: Emissions

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
305-1	Direct (Scope 1) GHG emissions	GHG Emissions, Environmental Data, p. 36, 2024 Impact Report Appendix CO ₂ , CH ₄ , N ₂ O, and HFCs are included in our GHG calculations
305-2	Energy indirect (Scope 2) GHG emissions	GHG Emissions, Environmental Data, p. 36, 2024 Impact Report Appendix CO ₂ , CH ₄ , N ₂ O, and HFCs are included in our GHG calculations

305: Emissions Cont.

305-3	Other indirect (Scope 3) GHG emissions	GHG Emissions, Environmental Data, p. 37, 2024 Impact Report Appendix
305-4	GHG emissions intensity	GHG Emissions, Environmental Data, p. 35, 2024 Impact Report Appendix
305-5	Reduction of GHG emissions	GHG Emissions, Environmental Data, p. 35, 2024 Impact Report Appendix
305-6	Emissions of ozone ozone-depleting substances (ODS)	Not Applicable: CVS Health determined not material.
305-7	Nitrogen oxides (NOx), sulfur oxides(SOx), and other significant air emissions	Not Applicable: CVS Health determined not material.

306: Waste

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	Healthy 2030 Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix; Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
306-1	Waste generation and significant waste-related impacts	Regulated Waste Disposal Methods, p.38, 2024 Impact Report Appendix Embedding Sustainability at Retail, Meeting Ambitious Sustainable Packaging Goals, p. 37, 2022 Impact Report Reducing Waste and Expanding Recycling, p. 118-119, 2020 CSR Report Decreasing Waste, Increasing Recycling, p.100-104, 2019 CSR Report Minimizing Waste and Increasing Recycling, p. 69-71, 2018 CSR Report
306-2	Management of waste-related impacts	Regulated Waste Disposal Methods, p. 38, 2024 Impact Report Appendix Recycling Impact, p. 39, 2024 Impact Report Appendix
306-3	Waste generation	Regulated Waste Disposal Methods, p. 38, 2024 Impact Report Appendix Recycling Impact, p. 39, 2024 Impact Report Appendix
306-4	Waste diverted from disposal	Regulated Waste Disposal Methods, p. 38, 2024 Impact Report Appendix Recycling Impact, p. 39, 2024 Impact Report Appendix

306: Waste Cont.

306-5	Waste directed to disposal	Regulated Waste Disposal Methods, p. 38, 2024 Impact Report Appendix Recycling Impact, p. 39, 2024 Impact Report Appendix
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308: Supplier Environmental Assessment

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	Healthy 2030 Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix; Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
308-1	New suppliers that were screened using environmental criteria	CVS Health includes environmental guidance in supplier requests for proposals. We also evaluated suppliers of our Store Brand products for environmental criteria through our social compliance program. CVS Health and suppliers are engaged in legal agreements and therefore subject to confidentiality.
308-2	Negative environmental impacts in the supply chain and actions taken	CVS Health and suppliers are engaged in legal agreements and therefore subject to confidentiality.

401: Employment

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	Healthy 2030 Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix; Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
401-1	New employee hires and employee turnover	Employee Recruitment, Development & Retention, p. 24-25, 2024 Impact Report Appendix Job security and pay practices data, p. 24-27, 2024 Impact Report Appendix
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Healthy Business CVS Health Benefits
401-3	Parental leave	Occupational Health and Safety Statement CVS Health Code of Conduct Human Capital Data, p. 24, 2024 Impact Report Appendix

403: Occupational Health and Safety

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
403-1	Occupational health and safety management system	Occupational Health and Safety Statement CVS Health Code of Conduct Human Capital Data, p. 23 2024 Impact Report Appendix
403-2	Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety Statement CVS Health Code of Conduct Human Capital Data, p. 23 2024 Impact Report Appendix
403-3	Occupational health services	Occupational Health and Safety Statement CVS Health Code of Conduct Human Capital Data, p. 23 2024 Impact Report Appendix
403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety Statement CVS Health Code of Conduct Human Capital Data, p. 23 2024 Impact Report Appendix
403-5	Worker training on occupational health and safety	Occupational Health and Safety Statement CVS Health Code of Conduct Human Capital Data, p. 23 2024 Impact Report Appendix
403-6	Promotion of worker health	Healthy Business Occupational Health and Safety Statement
403-7	Prevention and mitigation of occupational health and safety impact directly linked by business relationships	Occupational Health and Safety Statement CVS Health Code of Conduct Human Capital Data, p. 23 2024 Impact Report Appendix
403-8	Workers covered by an occupational health and safety management system	Occupational Health and Safety Statement CVS Health Code of Conduct Human Capital Data, p. 23 2024 Impact Report Appendix
403-9	Work-related injuries	Occupational Data, p. 23 2024 Impact Report Appendix
403-10	Work-related ill health	Occupational Data, p. 23 2024 Impact Report Appendix

404: Training & Education

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
404-1	Average hours of training per year per employee	Employee Engagement Data, p. 24, 2024 Impact Report Appendix
404-2	Programs for upgrading employee skills and transition assistance programs	Healthy Business Healthy Community
404-3	Percentage of employees receiving regular performance and career development reviews	Confidentiality constraints: CVS Health considers these data points confidential.

405: Diversity & Equal Opportunity

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
405-1	Diversity of governance bodies and employees	Human Capital Data, p. X, 2024 Impact Report Appendix Director Qualification Criteria Diversity, 2025 Proxy Statement
405-2	Ratio of basic salary and remuneration of women to men	Confidentiality constraints: CVS Health considers these data point confidential.

406: Non-Discrimination

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
406-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	We have robust policies and avenues in place for reporting grievances or violations of our Code of Conduct . The Company investigates all good faith reports of wrongdoing and handles appropriately. We do not disclose further details on incidents as this information is considered confidential. Our commitment to human rights, p. 28, 2024 Impact Report Appendix

407: Freedom of Association and Collective Bargaining

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
407-1	Incidents of discrimination and corrective actions taken	About this Report, p. 40-41, 2024 Impact Report Appendix; Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix

408: Child Labor

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
408-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	All factories within scope for our Ethical Sourcing & Customs Trade Partnership Against Terrorism (CTPAT) Compliance Program are considered to have risk for the right to freedom of association and collective bargaining to be at risk. Social Compliance Audit Summary, p. 30-31, 2024 Impact Report Appendix CVS Health Code of Conduct CVS Health Human Rights Policy

409: Forced or Compulsory Labor

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	All factories within scope for our Ethical Sourcing & Customs Trade Partnership Against Terrorism (CTPAT) Compliance Program are considered to have significant risk for incidents of forced or compulsory labor. Social Compliance Audit Summary, p. 30-31, 2024 Impact Report Appendix CVS Health Human Rights Policy

410: Security Practices

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
410-1	Percentage of security personnel who have received formal training in the organization's human rights policies	All CVS Health colleagues, members of its Board of Directors, and suppliers, are required to acknowledge receipt of the Code of Conduct and Human Rights Policy annually. Additionally, all colleagues must complete an annual Code of Conduct and Compliance training. In 2024, nearly 100% of active colleagues completed this training. CVS Health Code of Conduct CVS Health Human Rights Policy

413: Local Communities

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	<i>Healthy 2030</i> Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
413-1	Operations with significant actual and potential negative impacts on local communities	Corporate Profile, p. 3, 2024 Impact Report Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix Healthy Community

414: Training & Education

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	Healthy 2030 Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix; Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
414-1	New suppliers that were screened using social criteria	All suppliers within scope for our Ethical Sourcing & Customs Trade Partnership Against Terrorism (CTPAT) Compliance Program are required to undergo risk-based audits. Social Compliance Audit Summary, p. 30-31, 2024 Impact Report Appendix
414-2	Negative social impacts in the supply chain and actions taken	All suppliers within scope for our Ethical Sourcing & Customs Trade Partnership Against Terrorism (CTPAT) Compliance Program are required to undergo risk-based audits. Social Compliance Audit Summary, p. 30-31, 2024 Impact Report Appendix

415: Public Policy

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
415-1	Political contributions	2025 Political Activities and Contributions Report

416: Customer Health and Safety

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	Healthy 2030 Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix; Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
416-1	Assessment of the health and safety impacts of product and service categories	Healthy Planet Healthy Business CVS Health assess our Store Brand products through our robust quality assurance processes. This includes the factory the product is manufactured in, as well as adherence to our Restricted Substances List , Chemical Safety Policy , and Responsible Palm Oil Policy , among others.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Social Compliance Audit Summary, p. 30-31, 2024 Impact Report Appendix

417: Marketing & Labeling

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	Healthy 2030 Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix; Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
417-1	Requirements for product and service information and labeling	Healthy Planet Healthy Business Tested to Be Trusted Cosmetic Safety Policy CVS Store Brand Restricted Substances List Commitment to Responsible Marketing Practices
417-2	Incidents of non-compliance concerning product and service information and labeling	Confidentiality constraints: CVS Health considers this information confidential
417-3	Incidents of non-compliance concerning marketing communications	Confidentiality constraints: CVS Health considers this information confidential

418: Customer Privacy

GRI Disclosure No.	GRI Disclosure Title	2024 CVS Health Response
3-3	Management of material topics	Healthy 2030 Impact Strategy & Governance, p. 4, 2024 Impact Report Appendix; Prioritization Assessment, p. 8, 2024 Impact Report Appendix Stakeholder Engagement, p. 9-11, 2024 Impact Report Appendix
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 . Any additional information is confidential.

Environment, Energy Consumption (Global)

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-130a.1	Total Energy	10,517,024
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-130a.1	Proportion of power use from renewable sources	5.41%
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-130a.1	Proportion of power use from grid electricity	94.59%
Food & Beverage	Food Retailers & Distributors	FB-FR-110b.3	Operational energy consumed	10,517,024
Food & Beverage	Food Retailer & Distributors	FB-FR-110a.1	Fleet Fuel consumed, percentage renewable	1,018,503 GJ, 2.2%

Air Emissions from Refrigeration

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Food & Beverage	Food Retailers & Distributors	FB-FR-110b.3	Gross global Scope 1 emissions from refrigerants	65,538
Food & Beverage	Food Retailer & Distributors	FB-FR-110b.2	Percentage of refrigerants consumed with zero ozone-depleting potential	91%
Food & Beverage	Food Retailer & Distributors	FB-FR-110b.3	Average refrigerant emissions rate	53%

Water Management

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Consumer Goods	Household & Personal Products	CG-MR-130a.1	Total water withdrawn	6,590,098
Consumer Goods	Household & Personal Products	CG-MR-130a.1	Percent water withdrawn in regions with High or Extremely High Baseline Water Stress	17%
Consumer Goods	Household & Personal Products	CG-MR-130a.1	Total water consumed	1,720,621
Consumer Goods	Household & Personal Products	FB-FR-110b.3	Percent water consumed in regions with High or Extremely High Baseline Water Stress	20%
Consumer Goods	Household & Personal Products	FB-FR-110b.3	Description of water management risks and discussion of strategies to mitigate those risks	Responsible Water Use Policy

Waste Management

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Health Care	Health Care Delivery	HC-DY-150a.1	Total amount of medical waste (mt)	619
Health Care	Health Care Delivery	HC-DY-150a.1	(1) Percent incinerated	2%
Health Care	Health Care Delivery	HC-DY-150a.1	(2) Percent recycled or treated	96%
Health Care	Health Care Delivery	HC-DY-150a.1	(3) Percent landfilled	2%
Health Care	Health Care Delivery	HC-DY-150a.2	Total amount of hazardous pharmaceutical waste (mt)	788
Health Care	Health Care Delivery	HC-DY-150a.2	(1) Percent incinerated	84%
Health Care	Health Care Delivery	HC-DY-150a.2	(2) Percent recycled or treated	16%
Health Care	Health Care Delivery	HC-DY-150a.2	(3) Percent landfilled	-%
Health Care	Health Care Delivery	HC-DY-150a.2	Total amount of non-hazardous pharmaceutical waste (mt)	230
Health Care	Health Care Delivery	HC-DY-150a.2	(1) Percent incinerated	100%
Health Care	Health Care Delivery	HC-DY-150a.2	(2) Percent recycled or treated	-%
Health Care	Health Care Delivery	HC-DY-150a.2	(3) Percent landfilled	-%

Systemic Risk Management

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Financials	Insurance	FN-IN-550a.3	Description of approach to managing capital and liquidity-related risks associated with systemic non-insurance activities	2024 Proxy Statement

Employee Health & Safety*

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Health Care	Health Care Delivery	HC-DY-320a.1	Total recordable incident rate (TRIR)	1.580
Health Care	Health Care Delivery	HC-DY-320a.1	Days away, restricted, or transferred (DART) rate	Company-wide: 0.723 Retail: 0.936 Distribution Center: 5.430 Health care Delivery: 0.43

Employee Recruitment, Development & Retention

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Health Care	Health Care Delivery	HC-DY-320a.1	Physicians**	
Health Care	Health Care Delivery	HC-DY-320a.1	(1) Voluntary turnover rate	15%
Health Care	Health Care Delivery	HC-DY-320a.1	(2) Involuntary turnover rate	1.4%
Health Care	Health Care Delivery	HC-DY-320a.1	Non-Physician health care practitioners	
Health Care	Health Care Delivery	HC-DY-320a.1	(1) Voluntary turnover rate	19.6%
Health Care	Health Care Delivery	HC-DY-320a.1	(2) Involuntary turnover rate	4.4%
Health Care	Health Care Delivery	HC-DY-320a.1	All other employees	
Health Care	Health Care Delivery	HC-DY-320a.1	(1) Voluntary turnover rate	27.6%
Health Care	Health Care Delivery	HC-DY-320a.1	(2) Involuntary turnover rate	5.7%
Health Care	Health Care Delivery	HC-DY-320a.2	Description of talent recruitment and retention efforts for health care practitioners	Healthcare Careers Site

*This data does not include temporary labor. Temporary labor contracts are such that the companies that provide temporary labor are responsible for reporting their own injuries

**Due to updates in internal role categorization, the physician role group for 2024 reporting includes both patient-facing and non-patient facing physicians.

Labor Practices

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-310a.1	Average Hourly Wage	All Colleagues: \$32.17 Data for Oak Street Health, Signify Health, and Cordavis is unavailable
Management				
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage Female	57%
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage White*	62%
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage Hispanic*	9%
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage Black*	11%
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage Asian*	14%
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage more than one ethnicity*	2%
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage Unknown*	1%
All other colleagues				
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage Female	72%
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage White*	98%

*U.S. colleagues only

Labor Practices Cont.

Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-310a.1	Percentage Hispanic*	18%
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage Black*	19%
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage Asian*	12%
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage more than one ethnicity*	3%
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-330a.1	Percentage Unknown*	2%

*U.S. colleagues only

Incorporation of Environmental, Social, and Governance Factors in Investment Management

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Financials	Insurance	FN-UB-410a.1	Total invested assets, by industry and asset class	Investments

Data Security & Privacy

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Health Care	Drug Retailers Health Care Delivery	HC-DR-230a.1 HC-DY-230a.2	Description of policies and practices to secure customers' protected health information (PHI) records and other personally identifiable information (PII)	Data Protection and Privacy, p. 39, 2023 Healthy 2030 Impact Report Appendix Our Privacy Policies can be found on our website .
Consumer Goods	Multiline and Specialty Retailers & Distributors	CG-MR-230a.1	Description of approach to identifying and addressing data security risks	Data Protection and Privacy, p. 39, 2023 Healthy 2030 Impact Report Appendix

Management of Controlled Substances

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Health Care	Health Care Delivery	HC-DY-260a.1	Description of policies and practices to manage the number of prescriptions issued for controlled substances	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. More information on our commitments to address the misuse of opioids is available on our website .

Management of Controlled Substances Cont.

<p>Health Care</p>	<p>Drug Retailers</p>	<p>HC-DR-260b.1</p>	<p>Description of policies and practices to prevent prescription dispensing errors</p>	<p>CVS Pharmacy has contracted with a patient safety organization, or “PSO,” federally certified under the Patient Safety and Quality Improvement Act of 2005 including with Enterprise Patient Safety Organization (“EPSO”) since 2014. We’ve learned that cultivating a culture of safety is critical to improving patient safety and the quality of care our pharmacy teams provide, and we’ve committed to fostering such a culture throughout the organization. We do that in several ways, including through the Just Culture framework, which treats colleagues fairly, encouraging the reporting of errors within a protected environment without fear of punitive action. A Just Culture allows us to learn from our mistakes and work to continuously improve our systems to support pharmacy teams in providing patient care, in partnership with our PSO.</p> <p>We are committed to continually improving on our excellent safety record and we continue to make advances, including using technology to support our pharmacy teams.</p> <ul style="list-style-type: none"> • When we learn of a prescription error, the first priority of our pharmacy teams is caring for the patient, taking steps to correct the error, working with the patient and the prescriber. As noted previously, in the rare event of a dispensing error, we use the learnings from that event in our continuous quality improvement efforts. • We work to continuously improve our prescription verification process and system to equip our pharmacists with advanced technology to support quality assurance checks on each prescription prior to dispensing. • We’ve transitioned our prescription pick-up process from an alphabetic to numeric system, creating an additional safeguard and improving the patient experience.
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Transparent Information & Fair Advice for Customers

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Financials	Insurance	FN-IN-270a.3	Customer retention rate	<p>PBM Member Satisfaction: 93%</p> <p>HCB Commercial Member Satisfaction: 90%</p> <p>HCB Medicare Member Satisfaction: 80%</p> <p>We do not disclose information specific to customer retention rates.</p>

Pricing & Billing Transparency

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Health Care	Health Care Delivery	HC-DY-270a.1	Description of policies or initiatives to ensure that patients are adequately informed about price before undergoing a procedure	<p>We believe that consumers should be in control of their own health care. A major component of this is promoting care in the lowest cost setting with health care professionals appropriately qualified and trained for the level of care needed. Treating non-urgent and minor ailments in retail clinics rather than hospital emergency rooms makes care more affordable and convenient for patients while ensuring that high-cost settings are available for those who truly need them. We also know that people are more likely to take their prescribed medications when they know they can afford them — and that can lead to better health outcomes. Company-wide, we're also committed to making prescriptions more affordable for more people. We offer a number of programs and services across our business that help patients, members and consumers access affordable care and provide transparency around pricing.</p> <p>https://www.cvs.com/minuteclinic/services/price-lists</p> <p>https://www.cvshealth.com/services/prescription-drug-coverage/member-affordability.html</p> <p>https://www.cvshealth.com/services/pharmacy/prescription-drug-savings.html</p> <p>https://www.cvshealth.com/services/health-insurance.html</p>
Health Care	Health Care Delivery	HC-DY-270a.2	Discussion of how pricing information for services is made publicly available	<p>Transparency around the cost of drugs, services or coverage is critical to making healthier happen for the millions of patients we serve. Across our enterprise we offer robust tools and resources to help consumers find affordable, accessible, and quality care. For example, our Script Intelligence tool helps members save on out-of-pocket costs through actionable, up-to-the-minute, member-specific plan information across multiple points of care.</p> <p>Learn more on our website.</p>

Product Environmental, Health, and Safety Performance

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Consumer Goods	Household & Personal Products	CG-HP-250a.3	Discussion of process to identify and manage emerging materials and chemicals of concern	Removing Chemicals of Concern Restricted Chemical List

Policies Designed to Incentivize Responsible Behavior

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Financials	Insurance	FN-IN-410b.2	Discussion of products and/or product features that incentivize health, safety, and/or environmentally responsible actions and/or behaviors	Healthy People

Climate Change Impacts on Human Health and Infrastructure

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Health Care	Health Care Delivery	HC-DY-450a.1	Description of policies and practices to address the physical risks due to an increased frequency and intensity of extreme weather events	Climate Disclosure, p. 73, 2024 Impact Report Appendix

Packaging Lifecycle Management

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Consumer Goods	Household & Personal Products	CG-HP-410a.1	Total weight of packaging	Transparent 2024: Annual Resource: Plastic Progress Report
Consumer Goods	Household & Personal Products	CG-HP-410a.1	Percentage made from recycled and/or renewable materials	Tracking our Progress, p. 15-16, 2024 <i>Healthy 2030</i> Impact Report Appendix
Consumer Goods	Household & Personal Products	CG-HP-410a.1	Percentage that is recyclable, reusable, and/or compostable	Tracking our Progress, p. 15-16, 2024 <i>Healthy 2030</i> Impact Report Appendix
Consumer Goods	Household & Personal Products	CG-HP-410a.2	Discussion of strategies to reduce the environmental impact of packaging throughout its lifecycle	<p>In 2020, we joined the Sustainable Packaging Coalition’s How2Recycle® program and began including detailed recycling icons and instructions on our store-brand product packaging to educate consumers on how to prepare product packaging for disposal. As of the end of 2024, we had added How2Recycle labeling to 86% of our Store Brand products. We continue to enhance the sustainability of our store brands product packaging, and have partnered with World Wildlife Fund (WWF) and ReSource: Plastic to reduce plastic waste and increase the sustainability of the materials being used within our packaging portfolio. We’re focused on reducing use of single-use plastic and virgin materials, and ensuring recyclability for all store brand products.</p> <p>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. We also introduced robust packaging goals and report our progress annually in our Impact Report.</p> <p>Healthy Planet</p>

Packaging Lifecycle Management

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Consumer Goods	Household & Personal Products	CG-HP-410a.1	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	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, which communicates our expectations to suppliers. We publicly share restricted substances list .
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-410a.3	Discussion of strategies to reduce the environmental impact of packaging	<p>In 2020, we joined the Sustainable Packaging Coalition’s How2Recycle® program and began including detailed recycling icons and instructions on our store-brand product packaging to educate consumers on how to prepare product packaging for disposal. As of the end of 2024, we had added How2Recycle labeling to 86% of our Store Brand products. We continue to enhance the sustainability of our store brands product packaging, and have partnered with World Wildlife Fund (WWF) and ReSource: Plastic to reduce plastic waste and increase the sustainability of the materials being used within our packaging portfolio. We’re focused on reducing use of single-use plastic and virgin materials, and ensuring recyclability for all store brand products.</p> <p>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. We also introduced robust packaging goals and report our progress annually in our Impact Report.</p>

Environmental and Social Impacts of Palm Oil Supply Chain

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Consumer Goods	Household & Personal Products	CG-HP-410a.1	Amount of palm oil sourced, percentage certified through the Roundtable on Sustainable Palm Oil (RSPO) supply chains as (a) Identity Preserved, (b) Segregated, (c) Mass Balance or (d) Book & Claim	CVS Health does not own or manage any operations using palm oil. CVS Health requires suppliers of CVS Store Brand items that contain palm oil to be in compliance with the CVS Pharmacy Palm Oil Policy requirements. In 2017 we set a goal that all suppliers of palm oil would be in compliance with this policy and this goal was met in early 2020. If a supplier is utilizing sustainably sourced palm oil via RSPO for their CVS Store Brand items, CVS Health allows our suppliers to utilize either physical supply chain options or RSPO Credits. When new Store Brand products contain palm oil, suppliers must demonstrate proof of required compliance with our Palm Oil Policy .

Activity Data

SASB Sector	SASB Industry	SASB Indicator	Topic	2024
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-000.A	Number of Retail Locations	9,210
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-000.A	Number of distribution centers	20
Health Care	Drug Retailer	HC-DR-000.B	Total area of retail space	6,883,767 m ²
Consumer Goods	Multiline and Specialist Retailers & Distributors	CG-MR-000.B	Total area of distribution centers	928,360 m ²
Health Care	Drug Retailer	HC-DR-000.D	Number of pharmacists	26,733

Introduction

At CVS Health, we believe that the health of our environment is linked to human health. We understand the impact that climate change and its related effects is having on the health of the environment and on human health. As such, we have set a goal to reduce our greenhouse gas (GHG) emissions by at least 47% by 2030 and achieve net zero emissions by 2050 (from a 2019 baseline). We 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 have also put processes in place to identify, assess, manage and monitor climate-related risks and opportunities as they relate to our enterprise goal of making healthier happen for the millions of people we serve daily.

In addition to our various climate targets and ambitions, we recognize that robust and transparent climate disclosures that detail the resilience of our business to climate change and its related effects are important to our key stakeholders. We have embedded the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) within our strategy since 2021 and have submitted responses to the Climate Disclosure Project (CDP) since 2010. We understand that expectations on companies like

CVS Health to prepare climate-related disclosures are growing, driven by emerging regulatory advances in various jurisdictions globally, including the United States. Considering these growing expectations, we engaged key stakeholders across our business to both refresh and enhance our climate-related risk and opportunity disclosure and to continue improving our business' resilience to climate change and its related effects. Some of the outputs of these efforts are detailed in the sections below.

In accordance with upcoming reporting regulations we plan to complete a climate risk assessment biennially. In 2023, we advanced and strengthened our approach to identifying, assessing, managing and disclosing climate-related risks and opportunities by:

- Undertaking a full climate disclosure review, including engaging with a range of CVS Health stakeholders to assess the alignment of our processes against the expectations of global ESG reporting regulations and climate disclosure frameworks
- Enhancing our work on identifying, assessing and managing the impacts of climate change and its related effects, in line with best practices;
 - » Engaging with CVS Health stakeholders, to assess the resilience of our business to climate change-related effects using the latest era of data from leading sources, and
 - » Completing a pilot financial quantification of two climate-related issues (including the risk relating to an increase in extreme heat events, as well as the opportunity relating to using more efficient modes of transport) to understand the potential financial consequences of climate change-related effects. This is in addition to quantifications completed in the prior year which assessed the potential financial implications of catastrophic coastal flooding, the results of which we believe are still relevant in the current year.

In the sections below, we explain the outcomes of these efforts, as well as how they build on our continued, ambitious work on climate change and its related effects across the four pillars of TCFD and IFRS – ISSB: Governance, Strategy, Risk Management, and Metrics and Targets.

At CVS Health, we understand the importance of strong governance when it comes to managing risks and capitalizing on opportunities. As such, climate-related issues are embedded into our existing governance processes across different levels of the business, from senior leaders and committees of the Board of Directors (“Board”), to business segments and individual facilities.

The Board’s oversight of climate-related risks and opportunities

Our Board oversees and guides the development of policies and initiatives related to sustainability and climate change. Our Board members possess relevant experience, skills and qualifications that allow the Board to effectively oversee CVS Health’s strategy around, and management of, climate change. On the Board, nine of the sixteen board members have experience in corporate governance and sustainability, including climate change in a number of cases.

In having primary oversight for climate (including associated risks and opportunities) and sustainability topics at the Board level, the Nominating and Corporate Governance Committee is formally charged with the oversight of CVS Health’s Impact strategy and performance, including on climate change.

The Committee’s responsibilities include reviewing climate change reporting and risks, reviewing the annual Impact report, monitoring progress against climate-related goals and targets, and ensuring that strategies have the necessary controls and mitigation programs to manage climate-related risks and opportunities. Climate-related issues were discussed in two committee meetings in 2023, in March and September, and two committee meetings in 2024 (in March and November).

The Audit Committee has oversight on enterprise risks (including climate-related topics and occurrences

such as extreme weather events). As such, the Committee guides and reviews our risk management policies, including climate-related risk management policies, mitigation strategies, and business plans. The Committee is involved with overseeing the Enterprise Risk Management (ERM) program, reviewing the assurance processes and other controls and procedures for our ESG disclosures and for the periodic review of programs focused on maintaining the resilience of the organization. Through its oversight of ERM, the Committee receives reporting on significant risks to CVS Health including those relating to the physical climate (acute and chronic) as well as those relating to the low-carbon energy transition, their potential impacts on the company, and the mitigation measures that we have in place. The Committee is periodically informed on CVS Health’s preparedness to respond to a range of adverse events that could impede the company’s ability to operate, including those driven by extreme weather.

The management’s role in assessing and managing climate-related risks and opportunities

Primary oversight for climate and sustainability topics at CVS Health sits with the Chief Sustainability Officer (CSO). The CSO oversees CVS Health’s climate change and sustainability strategy to ensure that it is aligned with key business priorities and processes, as well as that we are progressing against each pillar of our Impact strategy. The climate-related responsibilities assigned to this position include working to develop and implement our climate transition plan, conducting climate-related scenario analysis, as well as setting and monitoring progress against climate-related corporate targets. The CSO works to assess climate-related issues by conducting materiality assessments, preparing the Impact report, and leading the Steering Committee, a cross-functional group of leaders responsible for embedding sustainability practices within the business. In addition, the role serves as the co-executive sponsor of the GreenTeam Colleague Resource

Recent acquisitions of Oak Street Health and Signify Health do not materially impact our 2023 scenario analysis results.

Climate Disclosure

Governance

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Group, a group of more than 3,000 colleagues that aims to improve understanding of climate change issues and make environmental sustainability an appropriate part of each colleague's responsibility and role. The CSO also monitors our progress towards our climate change mitigation strategy through the annual assessment of progress towards our carbon reduction targets, reporting on progress in our Impact report and disclosures, and providing updates on climate change strategy and planning. As a part of this process, the CSO provides semi-annual updates to the Nominating and Governance Committee of our Board of Directors.

CVS Health's Chief Audit Executive (CAE) is responsible for enterprise risks, which may include climate-related topics or events such as extreme weather events. The CAE assists in the identification and management of climate-and-environmental-related risks through their direct oversight of both the Internal Audit and ERM functions. The ERM function oversees a semi-annual risk assessment process that identifies and reports upon material risks to the company's ability to execute on its strategy, including risks relating to climate. The ERM team is also tasked with assessing the adequacy of the capital held by, and accessible to, the company to satisfy its obligations to key stakeholders in a range of adverse scenarios and business climates. The assessment incorporates extensive stress testing,

including the completion of climate change-related stress scenarios in partnership with the sustainability and Enterprise Resiliency (ER) teams. The results of this effort are documented in an annual Own Risk and Solvency Assessment, which is reviewed with the Audit Committee and submitted to the primary regulators of CVS Health's insurance subsidiaries. The ERM team also reports to the Audit Committee semi-annually on the results of each enterprise risk assessment, including any significant climate-related risks. The CAE presents to the Audit Committee annually on any material HSE risks identified as well as compliance and monitoring metrics.

The Chief Compliance Officer (CCO) oversees the ER team as well as compliance with applicable laws and regulations. The primary function of the ER team is to maintain business continuity amidst disruptions to our operations, including those caused by weather-related events (i.e., Crisis Management program).

The management of climate-related issues is overseen and incentivized at CVS Health using non-monetary incentives and remuneration policies. These are detailed in the section 'Metrics and Targets'.

CVS Health integrates the management of climate-related risks and opportunities into enterprise risk identification and assessment. This integration has enabled us to understand how climate-related issues impact our business and financial position. It has also helped us to identify how best to shape our strategy to mitigate risks and capitalize on opportunities. To enhance this understanding, in 2023 we refreshed our scenario analysis exercise using updated climate data and through engaging with a range of CVS Health stakeholders. Results from this exercise indicate that, even in the face of a changing climate, and across varied time horizons and scenarios, CVS Health's business, strategy, and financial position appear to be resilient. To maintain our resiliency, in 2024 we continued to identify, assess, manage and monitor climate-related risks and opportunities over the short, medium, and long term. Further details are provided below.

Processes used to determine which risks and opportunities could have a material financial impact on the Organization, including time horizons and scenarios.

Our 2023 climate-related scenario analysis was based on a physical and transition risk and opportunity screening assessment that assessed the risks across CVS Health's operations in the United States and considered the potential impacts across four business segments: Health Care Benefits, Health Services, Pharmacy & Consumer Wellness, and Corporate.

CVS Health considers the following time horizons to be relevant to our business:

- **Short-term:** Within the next five (5) years, with the near-term horizon to be the current timeframe through the next three (3) years.
- **Medium-term:** Between five (5) to ten (10) years into the future.
- **Long-term:** Ten (10) to (20) years into the future.

Using these time horizons, we identified and assessed how a range of climate-related risks and opportunities could impact our business operations, strategy, and financial position, across approximately 100 CVS Health locations. With the support of third-party consultants, and through engaging with key stakeholders across CVS Health's business segments, we identified potentially relevant physical and transition risks and opportunities to assess under different climate scenarios.

In the scenario analysis exercise, the following physical and transition scenarios and time horizons were used, in line with best practice guidance for climate scenario analysis (as per the TCFD and other frameworks). To assess physical climate change, we used the IPCC Shared Socioeconomic Pathways (SSPs). While we primarily relied on the Network for Greening the Financial Sector (NGFS) scenarios for transition risk and opportunity, the IEA scenarios were used to supplement the assessment where data availability was limited (e.g., for carbon price, cost of sourcing raw materials, opportunity to sell low-carbon products, and reducing scope 3 transport emissions).

Table 1: Description of the physical and transition scenarios used in scenario analysis

Physical Scenarios Used		Transition Scenarios Used	
<p>IPCC SSP5 SSP5-8.5 – 4.4°C mean warming by 2100</p>	<p>This is a business-as-usual, high emission scenario with no additional climate policy. The push for economic and social development is coupled with the exploitation of abundant fossil fuel resources and the adoption of resource and energy intensive lifestyles around the world. Energy demand triples by 2100, dominated by fossil fuels. Current CO₂ levels double by 2050, and there are many challenges to mitigation, with few challenges to adaptation.</p>	<p>NGFS Current Policies –3°C mean warming by 2100</p>	<p>This business-as-usual scenario assumes that only currently implemented policies are preserved, leading to high physical risks. Emissions grow until 2080 leading to about 3 °C of warming and severe physical risks. This includes irreversible changes like higher sea level rise. This scenario can help central banks and supervisors consider the long-term physical risks to the economy and financial system if we continue on our current path to a “hot house world”.</p>
<p>IPCC SSP1 SSP1-2.6 – 1.8°C mean warming by 2100</p>	<p>This scenario is aligned with international standards and commitments. It is implied that the world reaches net-zero emissions in the second half of the century. The world shifts towards a more sustainable path, emphasizing more inclusive development, driven by an increasing commitment to achieving development goals. Renewables account for more than half of the energy supply by 2050, and there are few challenges to climate mitigation and adaptation.</p>	<p>NGFS Net Zero 2050 – 1.4°C mean warming by 2100</p>	<p>This scenario assumes that an ambitious transition takes place across all sectors of the economy. It emphasizes the importance of decarbonizing the electricity supply, increasing electricity use, increasing energy efficiency, and developing new technologies to tackle hard-to-abate emissions. Net CO₂ emissions reach zero around 2050, giving at least a 50 % chance of limiting global warming to below 1.5 °C by the end of the century, with no or low overshoot (< 0.1 °C) of 1.5 °C in earlier years. Physical risks are relatively low, but transition risks are high.</p>
<p>Time Horizons: 2030 and 2050</p>		<p>Time Horizons: 2030, 2040 and 2050</p>	

A detailed description of how these risks and opportunities were quantified is provided in both the 'Risk Management' and 'Metrics and Targets' section.

A description of the specific climate-related issues potentially arising in each time horizon (short, medium, and long term) that could have a material financial impact on the organization.

Below, the descriptions of the physical and transition risks and opportunities that may impact CVS Health across the business are summarized in the table, aggregated by scenario and time horizon. Scenario analysis was applied across a selection of shortlisted physical and transition risks and opportunities (selected through engagement with CVS Health stakeholders). Two items, one physical risk (Impact of extreme heat and extreme temperature fluctuation on operations) and one transition opportunity (Reduce scope 3 transport emissions including regulatory drivers), were piloted for a quantitative analysis.

Physical

Climate change and its related effects are anticipated to heighten the severity and frequency of extreme events such as floods, cyclones, wildfires, and heatwaves. Considering the link between environmental health and human health, we understand that such events may lead to major health implications across our patient populations. These could include physical injuries, as well as waterborne diseases, infectious diseases as well as respiratory and cardiovascular diseases. We anticipate playing a significant role in fostering a healthier world amid the challenges posed by a changing climate. We foresee a growing need for critical health products and services to be delivered to communities that are most impacted by such changes. Our commitment remains steadfast in fostering their everyday well-being through solutions addressing common health and wellness needs while eliminating barriers linked to healthcare access.

Table 2: Summary of the physical climate-related risks and opportunities identified during the scenario analysis

Risk/Opportunity Item	Average Risk/ Opportunity Rating	Key Business Segments Impacted	Description of Impact
Impact of extreme cold and temperature fluctuations on daily operations.	Medium Risk	Health Services, Pharmacy & Consumer Wellness	CVS Health monitors how external events may affect our ability to deliver service to our customers. We monitor extreme weather and temperature, wildfires, flooding, and other potentially disrupting scenarios through our Crisis Management program to make sure we and our colleagues are prepared to respond accordingly. CVS Health also maintains clear lines of communication for colleagues to report any disruption events and provides training on emergency readiness and response. Moreover, proactive mitigation strategies have been implemented across Retail, Minute Clinics and Specialty Pharmacy to reduce inventory losses due to extreme weather events. In 2024, CVS Health launched a first-of-its-kind, nationwide environmental health impact initiative to support people most vulnerable to extreme weather events through personalized health interventions.
Wildfire and smoke impact on operations	High Risk	All	CVS Health monitors and evaluates the risk of damage to infrastructure, equipment, and personnel from wildfires. The frequency of this monitoring increases in the wake of wildfire seasons. Emergency notification systems have been put in place to send alerts to personnel during any significant wildfire events and coordinate responses. Moreover, proactive mitigation strategies have been implemented across Retail, Minute Clinics and Specialty Pharmacy to reduce inventory losses due to extreme weather events.

Table 2: Cont.

Impact of extreme heat and extreme temperature fluctuation on operations	High Risk	Health Services, Pharmacy & Consumer Wellness	See item 'Impact of extreme cold and temperature fluctuations on daily operations' above.
Coastal flooding and storm surges impact on operations	Low Risk	Health Services, Pharmacy & Consumer Wellness	CVS Health monitors how external events may affect our ability to deliver service to our customers. We monitor extreme weather through our Crisis Management program to make sure we and our colleagues are prepared to respond accordingly. CVS Health's emergency notification systems extend to the monitoring of flooding on infrastructure, equipment, and personnel. Proactive mitigation strategies have also been implemented across Retail, Minute Clinics and Specialty Pharmacy to reduce inventory losses due to extreme weather events.
Tropical cyclones and hurricane impact on pharmacies and retail stores	High Risk	Health Services, Pharmacy & Consumer Wellness, Corporate	CVS Health monitors how external events may affect our ability to deliver service to our customers. We monitor extreme weather through our Crisis Management program to make sure we and our colleagues are prepared to respond accordingly. CVS Health's emergency notification systems extend to the monitoring of flooding on infrastructure, equipment, and personnel. Proactive mitigation strategies have also been implemented across Retail, Minute Clinics and Specialty Pharmacy to reduce inventory losses due to extreme weather events.
Extreme rainfall and river flooding impact on operations	Low Risk	Health Services, Pharmacy & Consumer Wellness, Corporate	CVS Health monitors how external events may affect our ability to deliver service to our customers. We monitor extreme weather through our Crisis Management program to make sure we and our colleagues are prepared to respond accordingly. CVS Health's emergency notification systems extend to the monitoring of extreme rainfall and river flooding events on infrastructure, equipment, and personnel. Proactive mitigation strategies have also been implemented across Retail, Minute Clinics and Specialty Pharmacy to reduce inventory losses due to extreme weather events.

Table 2: Cont.

Tropical cyclones and hurricane impact on stores, supply and value chain	High Risk	Health Services, Pharmacy & Consumer Wellness	The status of shipping partners is monitored and tracked for any real-time disruptions from hurricanes that may impact CVS Health's supply chain. Moreover, proactive mitigation strategies have been implemented across Retail, Minute Clinics and Specialty Pharmacy to reduce inventory losses due to extreme weather events.
Coastal flooding and storm surges impact on operations	Low Risk	Health Services, Pharmacy & Consumer Wellness, Corporate	The status of shipping partners is monitored and tracked for any real-time disruptions from coastal flooding and storm surges that may impact CVS Health's supply chain. Proactive mitigation strategies have also been implemented across Retail, Minute Clinics and Specialty Pharmacy to reduce inventory losses due to extreme weather events.

Transition

Climate change is anticipated to heighten the severity and frequency of extreme events such as floods, cyclones, wildfires, and heatwaves. Considering the link between environmental health and human health, we understand that such events may lead to major health implications across our patient populations. These could include physical injuries, as well as waterborne diseases, infectious diseases, and respiratory diseases. We anticipate playing a significant role in fostering a healthier world amid the challenges posed by a changing climate. In particular, we foresee a growing need for critical health products and services to be delivered to communities that are most impacted by such changes. Our commitment remains steadfast in fostering their every day well-being through solutions addressing common health and wellness needs while eliminating barriers linked to healthcare access.

Table 3: Summary of the transition climate-related risks and opportunities identified during the scenario analysis

Risk/ Opportunity Item	Average Risk/ Opportunity Rating	Key Business Segments Impacted	Description of Impact	Risk/Opportunity Response
Carbon pricing mechanism	High Risk	All	The U.S. and Canada have introduced carbon pricing mechanisms, which are becoming stricter and more widely utilized to help these nations achieve their nationally determined contributions (NDC) goals. For example, states like California, Oregon and Washington have introduced Emission Trading Schemes (ETS) such as “Cap-and-Trade”, “Cap-and-Invest” and “Climate Protection Program” that may already, or will in the future, impact the company. Carbon pricing schemes such as these may impact CVS Health’s operations across healthcare, pharmaceutical, retail & corporate areas of the company through increasing carbon prices, the expanding scope and geographies adopting the ETS, or aviation, road and shipping emissions becoming subject to ETS. This could lead to increased direct operating costs to pay associated tax/permits or increased capital expenditure to replace/retrofit equipment to reduce greenhouse gas emissions. People most vulnerable to extreme weather events through personalized health interventions.	CVS Health operations and activities are not currently regulated by a carbon pricing system, and we do not anticipate being regulated in the next three years. CVS Health does not currently use an internal carbon price.
Regulatory pressure to decarbonize operations	Medium Risk	All	CVS Health will need to align with federal and state lower carbon emission goals. Meeting these goals will require significant capital investment in lower emission and more energy efficient technologies. For example, transitioning to electric vehicles (EVs) and LEDs. Furthermore, an increasing number of jurisdictions are announcing regulations to move away from internal combustion engine (ICE) vehicles, towards rolling out EVs. For example, in California the governor gave an executive order in 2020 that 100% of in-state sales of new passenger cars and trucks will be zero-emission by 2035.	<p>CVS Health has established enterprise guidelines around the development of new properties, including water efficiency and emissions. We always build to meet current environmental regulation while also considering emerging environmental regulation in our builds. In 2023, we completed an assessment of decarbonization workstreams, focusing on initiatives around renewable energy, fleet electrification and improvement in operational efficiency. We are investing in green building infrastructure and LED lighting across all corporate properties. CVS Health has an ongoing transport electrification pilot with Penske, as described in the section below. In 2024, we were successful in receiving Clean Off-Road Equipment (CORE) voucher’s for 4 EV yard trucks .</p> <p>CVS Health also works continuously to maximize efficiency of refrigeration, which accounts for almost 8% of CVS Health’s overall Scope 1 and 2 emissions footprint, based on our 2024 GHG Inventory.</p>

Risk/ Opportunity Item	Average Risk/ Opportunity Rating	Key Business Segments Impacted	Description of Impact	Risk/Opportunity Response
Plastics regulation	High Risk	Health Services, Pharmacy & Consumer Wellness	The low-carbon transition is associated with decreasing supply of hydrocarbons over time, which could increase the volatility in petrochemical feedstock cost and associated products. This could cause our suppliers to face higher costs to procure packaging materials derived from petrochemicals, e.g., plastics, films, and other packing materials. Furthermore, recent regulations across the U.S. such as ensuring a minimum % of recycled materials are included in plastics, are increasing the cost of plastic production. This may lead to increases in the cost of plastic and plastic products for CVS Health.	CVS Health assesses and monitors prescription bottle waste. The findings from these efforts help guide how best to use alternative materials and recycle plastic. We aim to reduce plastic use in operations by 50% and reduce single-use virgin plastic in store brand packaging by 50% by 2030.
Increased pass-through costs	High Risk	All	Higher demand for input / primary materials on fast moving consumer products driven by the low-carbon transition may increase the demand and prices of sustainable raw materials. A disorderly transition would exacerbate the impact as supply may be constrained faster than demand. Product manufacturers and suppliers may pass these costs on to CVS Health who may need to pass the increased costs on to its customers. The financial risks may be realized through margin erosion if costs are not passed on and/or reduction in revenue if some customer groups cannot afford to purchase products, leading to lower patient equity	CVS Health evaluates and negotiates costs through contractual agreements with suppliers. We make every effort to balance our business needs and sustainability needs.
Supply chain and product sourcing transparency	Medium Risk	All	There are increasing expectations from external stakeholders (investors, regulators, and customers) to disclose the depth and volume of GHG emissions within a company's supply chain (Scope 3 emissions). Listed companies have higher required standards of disclosure and reputational risk exposure comes where required disclosure is omitted. Financial impact may come in the form of market share loss to competitors who have increased supply chain transparency and from customers who favor transparency. If companies do not meet future regulation regarding disclosure, they could also face higher operating expenditure through fines and developing the reporting needed for disclosure.	We work with our suppliers to help ensure that they are setting their own science-based emissions reduction targets and are taking steps to reduce their emissions. CVS Health's Store Brand Restricted Substances List and Responsible Palm Oil Sourcing Policy prioritizes sourcing certified sustainable palm oil for our store brand products.
Reduce scope 3 transport emissions including regulatory drivers	High Opportunity	Pharmacy & Consumer Wellness	CVS Health could build on our existing efforts to reduce Scope 3 emissions by working with suppliers to decarbonize logistics or by choosing delivery providers that are updating/ have updated their transport fleet to low carbon or zero emission options such as EVs. This switch to lower carbon transport could reduce operating costs as delivery partners may experience lower fuel costs due to switching to EVs. Cost savings could be passed through to CVS Health.	CVS Health is pushing for efficiencies in transportation and logistics management to reduce transportation emissions across the supply chain. CVS Health has an ongoing transport electrification pilot with Penske, as described in the section below. In 2024, we were successful in receiving Clean Off-Road Equipment (CORE) voucher's for 4 EV yard trucks.

Risk/ Opportunity Item	Average Risk/ Opportunity Rating	Key Business Segments Impacted	Description of Impact	Risk/Opportunity Response
Circular economy principles	High Opportunity	Health Services, Pharmacy & Consumer Wellness	A move towards recycled cardboard packaging would allow CVS Health to integrate circular economy principles/ products and materials including recycled content, reusability, and recyclability. Aligning to public shift in demand for more sustainable products, by moving packaging towards greener alternatives and sourcing greener products from sustainable suppliers, could shift the brand towards a more climate conscious one.	<p>Many customers are now choosing a digital receipt or none at all. In 2024, this resulted in the elimination of 345 million paper receipts.</p> <p>Beyond the Bag initiative, a collaboration with Closed Loop Partners and industry peers, promotes reusable bag rentals and return systems, changing consumer behavior around bag use.</p>
Decarbonization of operations through renewable energy generation	Medium Opportunity	All	We can continue to reduce our Scope 2 emissions through entering into a power purchase agreement (PPA) or virtual PPA (provided the grid has higher emission factor) for renewable electricity that can reduce exposure from electricity price volatility. Investment into microgeneration such as rooftop solar panels would further decarbonize operations. This could be particularly relevant for DCs. Reliance on the grid is a risk because a rise in brownouts, and frequent or longer blackouts resulting from coal plant closures and/or strains on energy grids due to extreme weather events has already been an issue in recent years. Decentralized energy generation, particularly when coupled with storage, could reduce exposure to this risk.	CVS Health has a target of increasing its share of renewable energy consumption to 50% of total energy consumption by 2040. Since 2022, we have completed seven investments in renewable energy. Physical purchase power agreements (PPAs) represent more than 870,000 megawatt hours (MWh) of clean renewable energy. By 2026, these investments in renewable energy will power approximately 3,000 CVS Health locations
Opportunity to sell low-carbon product	Medium Opportunity	Health Services, Pharmacy & Consumer Wellness	Various companies have announced targets to become net zero by future dates, e.g., 2050. CVS Health can use this opportunity to work with drug manufacturing companies that are decarbonizing faster than the national targets (2030/2050) and those transitioning more quickly than their competitors. This could allow us to sell products with lower carbon intensity benefiting CVS Health in lowering its own Scope 3 GHG emissions.	In addition to metered dose inhalers that contain hydrofluorocarbons (HFCs), a greenhouse gas, our CVS Caremark formulary also includes dry powder inhalers that are equally effective and offer a lower environmental impact. Footnote: This statement has been updated as of the publication date of this report to accurately reflect the types of inhalers included on the CVS Caremark formulary and should be considered as superseding statements in prior impact reports.

Uncertainty, key assumptions and limitations of the scenario analysis assessment

The key assumptions, limitations, and points of uncertainty of the scenario analysis are provided below. These are also detailed in the other parts of the 'Strategy' section, as well as the 'Metrics and Targets'

- **Scope:** This analysis for physical risks was limited to approximately 100 CVS Health locations in the U.S. These were chosen as a representative sample, using the following criteria: representation across business segments; geography, revenue of business segments ; supply chain considerations; size; and existing experience of physical risks. At the time of analysis, company operations outside of the U.S. represent less than one percent of the total CVS Health enterprise, so were not included in the analysis. Facilities located in California do not include results for wildfires across any time horizons or scenarios.
- **Level of assessment:** Physical risk results are based upon the use of one set of point co-ordinates per facility, and therefore may not be fully representative of the hazard level for facilities with a large footprint. The transition assessment used scenario indicators, where possible, to give a 'headline' view of risks and opportunities. As such, this is a high-level assessment; it represents the potential level of climate risk or opportunity and requires further assessment at the local level to validate the level of risk for specific sites/ business segments.
- **Uncertainty:** The use of climate scenarios carries inherent uncertainty. As such, results should be interpreted as plausible, but not definite. For physical, this assessment uses modeled global climate hazard datasets across various spatial and temporal scales, and therefore may not be fully representative of the local hazard conditions. Likewise, transition risk and opportunity results are based upon the use of scenario datasets from the NGFS and the IEA.

How identified climate-related issues have affected CVS Health's businesses, strategy, and financial planning

CVS Health's strategy and business has been influenced by climate-related risks and opportunities across its products and services, and supply and value chain. More information on these initiatives can be [found here](#), with a summary provided below.

Products and services

Climate-related risks and opportunities have impacted our products and services due to our understanding that significant disruptions within our business could impact not only our own operations but could also have serious implications for customers and patients who rely on us for their health care requirements.

Considering this issue, we have adapted our strategy to improve our business continuity and manage climate-related risks. For example, we have assigned an increased importance to the monitoring of extreme climate-related events within our strategy – through, for example, investing in a mapping system to visually display weather events. CVS Health maintained service for customers in Florida, Louisiana, and North Carolina after significant hurricanes by utilizing shifts to mail order and other stores in the area which demonstrates our preparedness for maintaining continuity of service in the face of severe weather events.

Supply and value chain

Our supply and value chain strategies have also been influenced by the potential risks associated with delayed or failed product deliveries caused by climate-related events, such as tropical cyclones and flooding. These have been exacerbated by the increase in costs to create and deliver items from suppliers to stores. To mitigate these risks, our distribution centers, specialty pharmacies and shipping partners are monitored. Our strategy also reflects our climate-related commitments. To achieve our net-zero by 2050 commitment we are communicating with suppliers to help ensure that they are working to reduce their emissions and that they have set their own science-based emissions reduction targets. We have also committed to the responsible use of paper and plastics, including our Store Brand packaging goals, and adopted the [CVS Health Store Brand Restricted Substances List](#) and our [Responsible Palm Oil Sourcing Policy](#). More information can be found in the [Healthy Planet](#) section of our *Healthy 2030* Impact Report.

Operations

Our operational strategy considers climate-related risks and opportunities in its aim to achieve improved climate resilience by working to diversify operating inputs and maximize resource efficiency. Emissions related to energy as well as fuel combustion currently account for 93% of our Scope 1 and 2 emissions and we have company-wide movements to improve energy efficiency. These efforts are linked to our GHG emissions reductions goals (see ‘Metrics and Targets’ section), and include the LED initiative, as well as our focus on reducing the impacts of energy consumption by considering the size of our retail stores, investments in green infrastructure and technology, and stakeholder engagement programs.

Financial Planning

CVS Health’s financial planning has also been impacted across the areas of direct costs, indirect costs, and capital expenditures. Our budgeting decisions in relation to direct costs have been influenced by the need for more renewable energy and sustainability-focused personnel as well as growing the opportunity to enhance our understanding of ESG issues through the use of technology. Our indirect costs budget includes contracting independent verification firms to assure the calculations of our carbon footprint, and agency partners to improve our climate-related systems and processes. Capital expenditures incorporate sustainable building operations that are critical to reducing our total emissions and meeting our climate commitments.

Case Study: A movement towards the electrification of our transport

CVS Health’s operations are dependent on product transport throughout our value chain, from suppliers to distribution centers, between distribution centers, and to retail stores and clinics. Our transport and logistics operations rely on the services provided by third parties and our own fleet of gasoline and diesel-powered light duty trucks, tractor trailers, and refrigerated trailers. These transport emissions account for approximately 27% of our scope 1 emissions.

To transition towards net zero, companies are expected to shift toward low-carbon alternatives. We have identified this movement as an opportunity to achieve our decarbonization and net zero targets. To realize this opportunity, CVS Health is engaged in an electrification pilot with Penske. This pilot program involves the deployment of one EV tractor in 2023, for continual daily operations. This is with a view to demonstrating the operational impacts and financial benefits associated with transitioning to electric vehicles in our mid-mile logistics, including reducing our indirect costs.

Plans for transitioning to a low carbon economy

CVS Health has developed a low-carbon transition plan that aligns with a 1.5°C pathway that is set for our science-based net-zero and renewable energy targets. We collect feedback from our shareholders on our low carbon transition plan through discussions with investors, public meetings, or quarterly meetings. We also developed a formal scope 1 and 2 decarbonization plan to achieve our climate targets. In addition to our continuing our existing focus on energy efficiency, we will also enhance our investments in renewable energy and fleet electrification. Our current spending is aligned to our climate transition plan.

CVS Health's work in transitioning towards a low-carbon economy is evident in the plans and actions that are in place for reducing our GHG emissions in line with our target of achieving net-zero GHG emissions across our value chain by 2050. These efforts can be split across our additional targets for reducing Scope 1 and 2 emissions, reducing Scope 3 emissions, and increasing our low-carbon energy consumption. Our Scope 1 and 2 emissions target aims to achieve a reduction in market-based emissions of 47% by 2030. With numerous facilities spread across the United States, including offices, distribution centers, pharmacies, and other properties, a substantial proportion of our overall energy consumption derives from our buildings. This represents a core focus area for our energy efficiency strategies, and we have continued to improve our energy savings by retrofitting our current facilities through LED upgrades, energy-efficient cooler upgrades, and the installation of electric charging stations. We have also expanded our energy management systems to improve the use of lighting, heating, ventilation, and air-conditioning systems. In 2024, targeted upgrades and proactive replacement of interior and exterior lighting, HVAC, and retail coolers, and enhanced control measures resulted in an annual energy usage reduction of 22,300 MWh.

Our renewable energy target requires us to increase the share of renewable energy consumption within our operational control boundary to 50% of our total energy consumption by 2040. Since 2022, we have

completed seven investments in renewable energy. Physical purchase power agreements (PPAs) represent more than 870,000 megawatt hours (MWh) of clean renewable energy. By 2026, these investments in renewable energy will power approximately 3,000 CVS Health locations. Although our current share of renewable energy as a proportion of the total energy mix is currently 5.4%, we are developing a roadmap to achieve our 2040 goal.

In 2024, we reduced our total emissions by 28% against the 2019 baseline which translates to an average annual decrease of 5.6%.

We have also committed to reducing our Scope 3 emissions, covering the categories of purchased goods and services, upstream transportation and distribution, and business travel, by 90% by 2050. To achieve this, we have communicated with our suppliers to gather knowledge on their climate-related strategies and urge our key suppliers to adopt SBTi-validated carbon reduction goals. Within this we have concentrated our engagement on our main suppliers that are responsible for two thirds of our cradle-to-gate emissions and correspond to approximately 85% of our total spend. To assist in realizing these aims we are a part of the CDP Supply Chain program which helps us work with the identified suppliers and their data. In 2024 we have achieved a 54% reduction in Scope 3 emissions against the 2019 baseline.

The resilience of our strategy to climate-related risks and opportunities

Our interpretation of the scenario analysis results is that CVS Health's business, strategy and financial position is resilient to the impacts of climate change and its related effects. Of the physical and transition climate-related risks and opportunities assessed, the potential negative impacts are not likely to be material. Moreover, we have demonstrated our ability to adjust and adapt our company's strategy and business model to mitigate such risks and capitalize on such opportunities. We recognize that there is more work to be done – for example, to quantify additional risks and opportunities – to validate and verify this determination of resilience. With our understanding that the health of our environment is linked to human health, we will continue to identify, assess, manage, and monitor climate-related risks and opportunities to fulfill our responsibility as a leader in health care.

Climate Disclosure

Risk Management

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Climate-related risks are included in CVS Health's company-wide risk identification and assessment process. Climate-related physical risks such as extreme weather events – like flooding, wildfires, and extreme heat – and transition risks – such as technology, market, legal and reputational risks, as well as current and emerging regulation – in direct operations and in our supply chain are considered. Opportunities that are profitable and in line with CVS Health's business' strategy are also assessed, including, for example, fuel switching and innovation of low-carbon products. Further details on such risks, as well as their potential impact, are provided in the 'Strategy' section.

The Executive Leadership Team (ELT) mandates the management of identified risks through Risk Champions with guidance and oversight by the company's ERM function as well as support of the Chief Audit Executive. To ensure connections at all levels for identification of risks, CVS Health utilizes a multi-tiered risk management structure comprised of delegates of each risk category, risk owners, business segment reviewers, legal, and the Risk Champions, who support the ELT.

Climate-related risks at the company level are identified, assessed, and reported on through the semi-annual enterprise risk assessment process. Approximately two dozen risk domains participate in this process, aggregating all relevant risks within their areas of expertise that could have a material impact on our business' operations, strategy, and financial planning.

In support of our efforts to identify and assess climate-related issues, CVS Health has, with the support of third-party subject matter experts and key stakeholders within the business, added an incremental risk assessment utilizing the TCFD categories of transition and physical risks and opportunities to identify those that are potentially relevant to CVS Health.

Business segments assess and prioritize risks and opportunities by qualitatively and quantitatively assessing the potential size and scope of risks, through a standardized risk matrix (impact x likelihood). The process of assessing financial impact for each risk is intended to capture impacts to key stakeholders (e.g., colleagues, customers, members of the broader communities we serve, regulators) and how those impacts may ultimately manifest themselves within our financial statements (e.g., revenue, operating costs, physical assets, access to and cost of funding, etc.). The assignment of impact and likelihood is subsequently reviewed for reasonableness by internal subject matter experts and reviewed by senior management. This framework is applied consistently to all identified risks to the company's ability to execute its strategy, including those that are related to climate.

In 2023, we piloted a more detailed financial quantification exercise for two climate-related issues, the results of which are provided in the 'Strategy' section.

CVS Health's processes for managing climate-related risks and opportunities

During situations where weather risks are heightened and more prominent, risks are tracked in real-time. An example of this is the use of our program to evaluate and monitor within a 14-day window the risk of hurricanes, floods and wildfires to the business, colleagues and operations throughout the USA. Mitigation efforts are then prioritized based on the importance of the risk to the business, stakeholders, and its potential financial impact on the company and customers. CVS Health has enterprise-wide risk mitigation protocols for physical climate-related risks from extreme weather. An example of this is evident during extreme weather events such as the 2024 hurricane season. CVS Health sent out multiple alerts to more than 44,000 employees in the path of Hurricane Helene. These were used to distribute event information to provide situational awareness during the weather event and acquire colleague status data. By ensuring all colleagues were safe and informed during these events, potential risks to both the colleagues themselves, as well as impacts to the business, were mitigated.

Climate-related opportunities are monitored for profitability and practicality in line with our business strategy. Our biennial scenario analysis exercise helps us to identify which opportunities may be particularly relevant for CVS Health.

Integrating CVS Health’s processes for identifying, assessing, and managing climate-related risks and opportunities into overall risk management

The process of risk identification and assessment of climate-related risks and opportunities are strongly integrated in CVS Health’s ERM system. Within CVS Health’s ERM process, identified climate-related risks are assessed and mapped in a likelihood and impact matrix together with other business risks. Top material risks based on likelihood and impact for the company are maintained in a Risk Register, which includes climate-related risks alongside other business risks to CVS Health. The Risk Register is readily accessible to senior management and process participants through an internal web-based reporting engine. The Chief Audit Executive(CAE) presents the summarized contents of the risk list semi-annually to the Audit Committee, along with associated controls and mitigation plans in place, for climate-related risks alongside other business risks. CVS Health therefore treats climate-related risks the same as all other risks on the Risk Register.

Metrics used to assess climate-related risks and opportunities

We have assigned metrics to track, measure, and manage the impacts of climate-related risks and opportunities. These include the risks of reduced revenue, write-offs, and early retirement of existing facilities through damage to property, as well as the opportunities leading to increased revenue and reduce operating costs. A detailed description of these – relating to energy, emissions, land use, and water – is [provided here](#), with more detail on the key, most updated, metrics and associated methodologies summarized below.

How performance metrics are incorporated into remuneration policies

Key colleagues and business leaders, including members of our Steering Committee and senior leaders, have direct oversight of initiatives that will help us achieve our goals. These colleagues drive performance and meet established targets as part of their business plans and annual goals. Remuneration of these colleagues is partially linked to performance against these business plans. For example, a portion of the CSO’s incentives are related to progress towards our climate-related targets. Incentives of other members of our executive leadership team are also tied with goals such as annual emissions reductions, renewable energy procurement, plastic goals, and other climate work.

Methodologies used to calculate climate-related metrics

Several different methodologies have been used to calculate our relevant climate-related metrics (relating specifically to extreme heat risk, resource efficiency in transport opportunity, and emissions).

- **Extreme heat risk:** From our most recent scenario analysis exercise, extreme heat was identified as a substantive physical climate-related risk. A methodology was developed to financially quantify the risk from extreme heat on CVS Health's operational geographies. This first began with sourcing data which highlighted the number of days reaching 120F for each of the approximately 100 CVS Health facility locations for the baseline, 2030- and 2050- time horizons under a high emissions scenario (SSP5-8.5). The approximately 100 sites were chosen as a representative sample, using the following criteria: representation across business segments; revenue of business segments; supply chain considerations; size; and existing experience of physical risks. The data was sourced from CMIP6 global climate projection models. Each of CVS Health's facilities were then assigned a materiality weighting on a scale of 0-3, with 3 showcasing a high materiality based on the facility's specific operations and stock type. Highly rated facilities represent an either 10%, 20% or 30% loss of revenue because of the 120F hot day. To conclude an overall annual revenue loss, the average daily revenue loss figures for facilities, using global scenario data for those specific locations, were combined to produce a financial impact figure for CVS Health from extreme heat.
- **Climate-related opportunities for resource efficiency in transport:** As with extreme heat, the opportunity associated with resource efficiency in transport was identified as a significant risk from our most recent climate scenario analysis exercise and was quantified at a high level. Since CVS Health relies heavily on the transportation of its products, there is potential to drive resource efficiency and reduce operating costs. This has been calculated by first determining the cost of a single EV tractor and an internal combustion engine (ICE) vehicle. The cost of both vehicles, to run along a 15-year lifespan were compared under two scenarios: a low emission and a high emission scenario, and two time horizons: present day (2023-2038) and future (2035-2050). The cost calculations considered the fuel, being either diesel or electricity and any carbon prices. The cost savings derived from comparing EV and ICE vehicles were then multiplied by 100 (a representative figure for the size of California's fleet) to determine the potential financial impact of switching vehicle type. It is important to note that assumptions within the calculations were used, such as not including other capital costs relating to upfront investment of infrastructure and maintenance.
- **Greenhouse Gas Emissions:** CVS Health calculates its greenhouse gas emissions footprint in alignment with the Greenhouse Gas Protocol's Corporate Accounting and Reporting Standard as well as the Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Scope 2 emissions are calculated using both a location-based and market-based approach, with an annual process in place for third-party reasonable assurance of Scope 1 and 2 emissions aligning with the ISO 14064-3 standard.

With guidance provided by the Corporate Value Chain (Scope 3) Accounting and Reporting Standard, CVS Health uses a hybrid approach for its calculation methodology. From top direct suppliers, expenditure data is collected on purchased goods and services by supplier and product category. CVS Health then requested specific emissions data for these suppliers through the CDP Supply Chain program and multiplied the collected emissions with the spend data for the year. A hybrid approach is used to estimate emissions from other purchased goods and services that are not from top direct suppliers, requiring the use of the U.S. EPA Environmental-Economic Input Output (EEIO) emissions factors. The provided EEIO emissions factors were matched and classified with relevant spend categories to generate a spend-based EEIO emission factor and estimated the total emissions from CVS Health's purchased goods and services.

Scope 1, 2 and 3 greenhouse gas emissions

CVS Health has historically calculated and tracked its global Scope 1 and 2 emissions from 2019 as its base year. A combined Scope 1 and 2 reduction of 28% was achieved in 2024, compared to 2019. We also measure Scope 3 emissions across seven of the Scope 3 categories, including purchased goods and services, capital goods and downstream transportation and distribution. Our greenhouse gas inventory and additional details such as total energy consumed, as well as values of the percentage grid electricity and percentage share of energy from renewable sources across all operations are available in our Environmental Data.

Targets used by CVS Health to manage climate-related risks and opportunities, and performance against targets CVS Health has set targets validated by the Science-Based Targets initiative (SBTi) to achieve net-zero GHG emissions across the value chain by 2050, aiming to keep in line with the 1.5-degree scenario trajectory.

To support CVS Health's emissions reduction goals, targets have been set for absolute reductions in Scope 1, 2 and 3 emissions, as follows:

- Reduce absolute Scope 1 and 2 market-based emissions by 47% by 2030, and by 90% by 2050, from a 2019 baseline year; and
- Reduce Scope 3 market-based emissions from purchased goods and services, business travel and downstream transportation by 90% by 2050, from a 2019 baseline year.

To achieve our 1.5-degree aligned emissions reduction targets, CVS Health is focusing efforts on reduction within its supply chain and operations. These include the following, with more detail provided in the 'Strategy' section:

- Working with suppliers to help ensure they are setting their own Science-Based Targets, as well as taking steps to reduce their emissions;
- Maximizing efficiency of refrigeration, which accounts for 8% of CVS Health's overall Scope 1 and 2 emissions footprint;
- Pushing for efficiencies and electrification in transportation and logistics to reduce transportation emissions across the supply chain with the use of electric vehicle (EV) fleets; and
- Channeling investment in green building infrastructure at the site level to build efficiencies in heat pumps and LED lighting.

CVS Health has also set an internal action plan for renewable energy deployment, backed by the target of procuring 50% of our energy from renewable sources by 2040. To accomplish this goal, we have developed a strategic plan and pipeline of energy deals. Since 2022, we have completed seven investments in renewable energy. Physical purchase power agreements (PPAs) represent more than 870,000 megawatt hours (MWh) of clean renewable energy. By 2026, these investments in renewable energy will power approximately 3,000 CVS Health locations. To continue our efforts towards reducing our absolute emissions, we have created a pathway to implement cost-saving Virtual Power Purchase Agreements (VPPA) and partner with offsite community solar programs to ensure we maintain our pace of achieving our 50% target by 2040.

Conclusion and Next Steps

CVS Health recognizes the importance of managing climate-related risks and opportunities in delivering on our responsibility as a leader in healthcare. Our work over the past year has demonstrated our commitment to this objective, as detailed in the various pillars of this disclosure. Considering existing and emerging regulatory requirements on companies to disclose climate risks and opportunities, we aim to enhance our future disclosures in the following ways:

- **Alignment to Global ESG Reporting Requirements:** We recognize that further work will be needed to fully align with these regulations, and we will aim to identify and close key gaps towards aligning to these sets of standards. In preparation for this disclosure, we developed a detailed financial model to estimate the impact of 1 physical and 1 transition opportunity on CVS Health. To fully align with international standards and commitments, we are undertaking a more in-depth financial analysis of the impact of climate-related risks on our business, as well as further quantification of additional, potentially material, climate risks and opportunities.
- **Operational Action:** Building on the results of the scenario analysis work, as well as our existing initiatives to manage climate-related risks and opportunities across our business, we will develop an action plan to mitigate the top risks identified and capitalize on the possible climate related opportunities. This will include continuing to refine our Scope 1 and 2 decarbonization strategy, which would help mitigate transition risks.

Our latest scenario analysis exercise indicates that, while climate-related risks may impact our business, our efforts to mitigate such risks render CVS Health's business, strategy, and financial performance are resilient to them, with respect to the scenarios and time horizons considered. Likewise, CVS Health has already begun to capitalize on the various climate-related opportunities identified, through the various initiatives discussed in this report. We are committed to continue monitoring and managing climate-related risks through our robust and evolving risk management systems and initiatives. Equally, we are committed to adapting our business practices in line with a low-carbon energy future and capitalizing on the opportunities that this transition might present.

TCFD Recommendation	TCFD Guidance	IFRS	Link	Additional Information
a) Board's oversight of climate-related risks.	Process and frequency of information	IFRS S2 Climate-related Disclosures, 2023, para. (6) (a) (i-iii)	Governance (p. 74)	CDP Response 2024. Governance C1.1a, C1.1b
	Consideration in business planning	IFRS S2 Climate-related Disclosures, 2023, para. (6) (a) (iv)	Governance (p. 74)	CDP Response 2024. Governance C1.1a, C1.1b
	Assessment of progress against goals	IFRS S2 Climate-related Disclosures, 2023, para. (6) (b) (v)	Governance (p. 74)	CDP Response 2024. Governance C1.1a, C1.1b
a) Management's role in assessing and managing climate-related risks.	Climate-related responsibilities	IFRS S2 Climate-related Disclosures, 2023, para. (6) (b) (i)	Governance (p. 74-75)	CDP Response 2024. Governance C1.2
	Organizational structure description	IFRS S2 Climate-related Disclosures, 2023, para. (6) (a)	Governance (p. 74-75)	N/A
	Process for informing on and monitoring climate-related issues	IFRS S2 Climate-related Disclosures, 2023, para. (6) (b) (ii)	Governance (p. 74-75)	CDP Response 2024. Governance C1.2

TCFD Recommendation	TCFD Guidance	IFRS	Link	Additional Information
a) Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	Description of time horizons	IFRS S2 Climate-related Disclosures, 2023, para. (10) (d)	Strategy (p. 76)	CDP Response 2024. Risk Management C2.1a
	Risks for each time horizon	IFRS S2 Climate-related Disclosures, 2023, para. (10) (c)	Strategy (p. 78-83)	CDP Response 2024. Risk Management C2.1a
	Processes to identify material risks	IFRS S2 Climate-related Disclosures, 2023, para. (10) (a, d)	Strategy (p. 76-78, 84, 90)	CDP Response 2024. Risk Management C2.1a
	Where in the business model and value chain the risks and opportunities are concentrated	IFRS S2 Climate-related Disclosures, 2023, para. (13) (a-b)	Strategy (p. 78-83)	CDP Response 2024. Risk Management C2.1a
a) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	Impact on business, planning, and strategy	IFRS S2 Climate-related Disclosures, 2023, para. (13) (a)	Strategy (p. 84-87)	CDP Response 2024. Risk Management C2.1a
	Input into financial planning and the time periods and prioritization	IFRS S2 Climate-related Disclosures, 2023, para. (14) (a)	Strategy (p. 84-87)	CDP Response 2024. Risk Management C2.1a
	Impact on financial performance and position	IFRS S2 Climate-related Disclosures, 2023, para. (9) (d) IFRS S2 Climate-related Disclosures, 2023, para. (15) (a-b)	N/A	CDP Response 2024. Risk Management C2.1a
	Climate-related strategies and transition plans	IFRS S2 Climate-related Disclosures, 2023, para. (9) (c) IFRS S2 Climate-related Disclosures, 2023, para. (14) (a) (ii-iv)	Strategy (p. 17)	CDP Response 2024. Governance C1.2

TCFD Recommendation	TCFD Guidance	IFRS	Link	Additional Information
<p>a) Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.</p>	<p>Resilience of strategy to climate-related issues</p>	<p>IFRS S2 Climate-related Disclosures, 2023, para. (9) (e)</p> <p>IFRS S2 Climate-related Disclosures, 2023, para. (22) (a) (i-iii)</p>	<p>Strategy (p. 76-87)</p>	<p>N/A</p>

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Risk Management

TCFD Recommendation	TCFD Guidance	IFRS	Link	Additional Information
a) Describe the organization's processes for identifying and assessing climate-related risks.	Describe process for identifying and assessing climate-related risks and opportunities	IFRS S2 Climate-related Disclosures, 2023, para. (25) (a) (1) (b)	Risk Management (p. 91-92)	CDP Response 2024. Risk Management C2.2 C2.2a
	Consideration of regulatory requirements	IFRS S2 Climate-related Disclosures, 2023, para. (25)	Risk Management (p. 91-92)	CDP Response 2024. Risk Management C2.2a
	Process for assessing the size and scope of climate-related risks and opportunities	IFRS S2 Climate-related Disclosures, 2023, para. (25) (a) (iii-vi), (b)	Risk Management (p. 91-92)	CDP Response 2024. Risk Management C2.2
a) Describe the organization's processes for managing climate-related risks.	Describe processes for managing climate-related risks and opportunities	IFRS S2 Climate-related Disclosures, 2023, para. (25) (a) (iii-vi), (b)	Risk Management (p. 91-92)	CDP Response 2024. Risk Management C2.2
	Describes processes for prioritizing climate-related risks and opportunities	IFRS S2 Climate-related Disclosures, 2023, para. (25) (a) (iii-vi), (b)	Risk Management (p. 91-92)	CDP Response 2024. Risk Management C2.2
a) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	Describe how their processes for identifying, assessing, and prioritizing climate-related risks and opportunities are integrated into overall risk management	IFRS S2 Climate-related Disclosures, 2023, para. (25) (c)	Risk Management (p. 91-92)	CDP Response 2024. Risk Management C2.2

Metrics and Targets

TCFD Recommendation	TCFD Guidance	IFRS	Link	Additional Information
a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	Key metrics, including industry and industry-specific metrics, used to measure and manage climate-related risks and opportunities	IFRS S2 Climate-related Disclosures, 2023, para. (29) (c)	Metrics and Targets (p. 91)	CDP Response 2024. Targets and performance C4.1 C4.2 C4.3
	Describe how climate-related performance metrics are incorporated into remuneration policies	IFRS S2 Climate-related Disclosures, 2023, para. (29) (g)	Metrics and Targets (p. 91)	CDP Response 2024. Governance C1.3
a) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	Provide Scope 1, Scope 2, and Scope 3 GHG emissions.	IFRS S2 Climate-related Disclosures, 2023, para. (29) (a) (i-vi)	Metrics and Targets (p. 91)	CDP Response 2024. Emissions data C6.1 C6.2 C6.3 C6.5 C6.5a
a) Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	Describe key climate-related targets	IFRS S2 Climate-related Disclosures, 2023, para. (29) (b-e)	Metrics and Targets (p. 91)	CDP Response 2024. Targets and performance C4.1a C4.2a C4.2c

