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In 2017, we conducted a comprehensive materiality assessment to ensure we are addressing and reporting on topics that reflect our significant economic, environmental, and social impacts; or substantively influence the assessments and decisions of our stakeholders. The assessment was completed in accordance with the Global Reporting Initiative (GRI) Standards’ guidance for defining material topics and informs the content of this Report, as well as our continually evolving CSR strategy.
Methodology and Findings

Step One – Identification:
Through external research, competitive benchmarking and a thorough review of internal documents, we identified 90 material topics of importance to stakeholders and which CVS Health has an impact on through external research, competitive benchmarking and review of internal documents.

Step Two – Engagement:
We conducted a series of interviews with relevant and credible external stakeholder groups for feedback on existing material topics and CVS Health’s CSR strategy. We also reviewed investor feedback to capture their point of view on the expected level of action and transparency related to specific topics.

Step Three – Issue Prioritization:
Using the information gathered in Steps One and Two, we developed a customized and weighted formula to generate and refine a materiality matrix, prioritizing material topics along an “X” and “Y” axis. This formula enabled us to narrow our initial list of 90 material topics down to the 23 topics that are pictured in the materiality matrix. The prioritized list reflects topics where CVS Health has significant impact, or which influence the decisions of stakeholders.

Step Four – Review and Finalization:
Following the prioritization and plotting of the material issues in a matrix, a working session with the CVS Health CSR team provided an opportunity to review, adjust and finalize the material topics. In this step, we also consolidated some of the terms and pillar areas to position topics in a way that makes sense for our business and stakeholders. Additionally, we developed a definitions document for the material topics, which can be viewed in this section of the Appendix.
<table>
<thead>
<tr>
<th>Health in Action</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to quality health care</td>
<td>Ensure patients and customers are able to access quality health care. Includes retail locations, coordination of care and customer service.</td>
</tr>
<tr>
<td>Pricing of drugs and services</td>
<td>Ensure patients and customers are able to afford health care.</td>
</tr>
<tr>
<td>Patient and customer safety</td>
<td>Protect the health and safety of patients and customers who may use or be exposed to products and services.</td>
</tr>
<tr>
<td>Prescription drug abuse</td>
<td>Combat prescription drug abuse in the interest of patient well-being. Includes policy initiatives and efforts to reclaim unused medications through drug take-back programs.</td>
</tr>
<tr>
<td>Product quality and ingredients</td>
<td>Manage product design and production to ensure products meet specifications and customer expectations. Design products that minimize environmental impacts throughout the life cycle and are safe for their intended and likely uses.</td>
</tr>
<tr>
<td>Chronic disease prevention and management</td>
<td>Help patients avoid chronic conditions by promoting healthy lifestyles, and support those diagnosed with chronic conditions to manage their conditions.</td>
</tr>
<tr>
<td>Tobacco use</td>
<td>Deliver the first tobacco-free generation.</td>
</tr>
<tr>
<td>Community investments</td>
<td>Engage with and support local communities through philanthropy, volunteerism, product donations and pro bono services. Support local communities through jobs and taxes paid.</td>
</tr>
<tr>
<td>Medication adherence</td>
<td>Reduce hospital readmissions by helping patients with chronic conditions take their medications as prescribed.</td>
</tr>
<tr>
<td>Public policy</td>
<td>Engage policymakers to find solutions that both support business interests and create desirable outcomes for stakeholders. Includes public health focus.</td>
</tr>
</tbody>
</table>
## CSR Material Topics Defined

<table>
<thead>
<tr>
<th>Planet in Balance</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Climate risks</td>
<td>Commit to addressing our climate-related impacts by reducing our greenhouse gas emissions and embedding sustainability across our organization.</td>
</tr>
<tr>
<td>Product quality and ingredients</td>
<td>Manage product design and production to ensure products meet specifications and customer expectations. Design products that minimize environmental impacts throughout the life cycle and are safe for their intended and likely uses.</td>
</tr>
<tr>
<td>Sustainable operations</td>
<td>Reduce consumption of resources, waste and impact on the natural environment, while improving product/service value. Includes energy use and GHG emissions, water, waste and renewable energy.</td>
</tr>
<tr>
<td>Supply chain responsibility</td>
<td>Evaluate and manage supply chain logistics incorporating environmental and social considerations in order to mitigate risk and promote good performance and transparency throughout the supply chain. Includes responsible sourcing, supply chain sustainability and supplier diversity.</td>
</tr>
<tr>
<td>Packaging</td>
<td>Minimize products’ direct impact on the environment by selling products that are packaged sustainably.</td>
</tr>
</tbody>
</table>
# CSR Material Topics Defined

<table>
<thead>
<tr>
<th>Leader in Growth</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethics and compliance</td>
<td>Ensure compliance with applicable laws and regulations to prevent illegal behavior, including corruption and bribery.</td>
</tr>
<tr>
<td>Governance</td>
<td>Administer a system of rules, practices and processes by which they are directed and controlled. Includes sustainability management, executive compensation tied to sustainability and engaging colleagues around sustainability.</td>
</tr>
<tr>
<td>Diversity and inclusion</td>
<td>Foster a diverse and inclusive workplace, accepting of all employees who bring unique perspectives based upon their race, ethnicity, gender, age, education, ability/disability, sexual orientation, religious affiliation, veteran and disabled veteran status, experience and thought.</td>
</tr>
<tr>
<td>Human rights</td>
<td>Manage human rights within operations and communities where the organization operates. Includes policies to protect human rights and mechanisms to track incidents of human rights violations.</td>
</tr>
<tr>
<td>Data protection and privacy</td>
<td>Protect patient and customer information by handling the sensitive personal information that individuals provide in the course of everyday transactions with care, concern and confidentiality.</td>
</tr>
<tr>
<td>Workforce development</td>
<td>Recruit and retain a skilled, talented and motivated workforce. Provide underserved populations with opportunities to pursue health care careers. Includes managing the development of employee skills, competencies and qualifications for both the company’s and employees’ benefit.</td>
</tr>
<tr>
<td>Risk management</td>
<td>Include process for evaluating risk factors and opportunities, particularly related to sustainability topics, in business decisions.</td>
</tr>
<tr>
<td>Public policy</td>
<td>Engage with policymakers to find solutions that both support business interests and create desirable outcomes for stakeholders. Includes disclosure of political contributions.</td>
</tr>
<tr>
<td>Wages and benefits</td>
<td>Provide an appropriate level of financial compensation and related benefits to employees, and fairness across roles, regions and organizational levels.</td>
</tr>
<tr>
<td>Employee health and safety</td>
<td>Protect employees from occupational injuries and illnesses through design of safe operations and work practices, training programs, and safety management systems. Provide proactive wellness programs and initiatives aimed at helping colleagues on their path to better health.</td>
</tr>
<tr>
<td>Supply chain responsibility</td>
<td>Evaluate and manage supply chain logistics incorporating environmental and social considerations in order to mitigate risk and promote good performance and transparency throughout the supply chain. Includes responsible sourcing, supply chain sustainability and supplier diversity.</td>
</tr>
</tbody>
</table>
## CSR Material Topics Boundaries

<table>
<thead>
<tr>
<th>Health in Action CV S Health Material Topic</th>
<th>GRI Standard Title</th>
<th>Disclosure Number</th>
<th>Material within the organization</th>
<th>Material outside the organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to quality health care</td>
<td>Indirect Economic Impacts; Customer Health and Safety</td>
<td>203-2 416-1</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Pricing of drugs and services</td>
<td>Economic Performance; Indirect Economic Impacts</td>
<td>201-1 203-2</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Patient and customer safety</td>
<td>Customer Health and Safety; Marketing and Labeling</td>
<td>416-1 417-1</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Prescription drug abuse</td>
<td>Customer Health and Safety; Marketing and Labeling</td>
<td>416-1 417-1</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Product quality and ingredients</td>
<td>Materials; Marketing and Labeling</td>
<td>301-2 417-1</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Chronic disease prevention and management</td>
<td>Customer Health and Safety</td>
<td>416-1</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Tobacco use</td>
<td>Product Quality and Ingredient</td>
<td>416-1 417-1</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Community investments</td>
<td>Economic Performance; Indirect Economic Impacts</td>
<td>201-1 203-2</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Medication adherence</td>
<td>Customer Health and Safety; Marketing and Labeling</td>
<td>416-1 417-1</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Public policy</td>
<td>Public Policy</td>
<td>415-1</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Planet in Balance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CVS Health Material Topic</td>
<td>GRI Standard Title</td>
<td>Disclosure Number</td>
<td>Material within the organization</td>
<td>Material outside the organization</td>
</tr>
<tr>
<td>Climate risks</td>
<td>Economic Performance; Energy; Emissions</td>
<td>201-2 302-1 305-1 305-2 305-4</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Product quality and ingredients</td>
<td>Materials; Marketing and Labeling</td>
<td>301-2 417-1</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Sustainable operations</td>
<td>Energy; Water; Emissions; Effluents and Waste</td>
<td>302-1 303-1 305-1 305-2 305-4 305-5 306-2</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Supply chain responsibility</td>
<td>Procurement Practices; Supplier Environmental Assessment; Child Labor; Human Rights Assessment; Supplier Social Assessment</td>
<td>204-1 308-1 408-1 412-3 414-1 414-2</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Packaging</td>
<td>Materials; Marketing and Labeling</td>
<td>301-2 417-1</td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>
# CSR Material Topics Boundaries

<table>
<thead>
<tr>
<th>Leader in Growth CVS Health Material Topic</th>
<th>GRI Standard Title</th>
<th>Disclosure Number</th>
<th>Material within the organization</th>
<th>Material outside the organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethics and compliance</td>
<td>Ethics and Integrity; Environmental Compliance; Socioeconomic Compliance</td>
<td>102-16 307-1</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Governance</td>
<td>General Disclosure; Public Policy; Customer Privacy</td>
<td>102-18 415-1</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Diversity and inclusion</td>
<td>Diversity and Equal Opportunity</td>
<td>405-1</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Human rights</td>
<td>Child Labor; Human Rights Assessment; Supplier Social Assessment</td>
<td>408-1 412-1 412-3</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Data protection and privacy</td>
<td>Customer Privacy</td>
<td>418-1</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Workforce development</td>
<td>Employment; Training and Education</td>
<td>401-1 404-2</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Risk management</td>
<td>General Disclosures</td>
<td>102-15 102-29</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Public policy</td>
<td>Public policy</td>
<td>415-1</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Wages and benefits</td>
<td>Employment; Training and Education</td>
<td>401-2 404-2</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Employee health and safety</td>
<td>Occupational Health and Safety</td>
<td>415-1</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Supply chain responsibility</td>
<td>Procurement Practices; Supplier Environmental Assessment; Child Labor, Human Rights Assessment; Supplier Social Assessment</td>
<td>204-1 308-1 408-1 412-3</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
# Workforce Diversity Data

## Employment by Type and Gender

Total Employee Count: 243,544 as of 12/31/2017

### Employment + Type

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time</td>
<td>65%</td>
<td>63%</td>
<td>62%</td>
</tr>
<tr>
<td>Part-time</td>
<td>35%</td>
<td>37%</td>
<td>38%</td>
</tr>
</tbody>
</table>

### Employment + Gender

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>68%</td>
<td>68%</td>
<td>68%</td>
</tr>
<tr>
<td>Male</td>
<td>31%</td>
<td>31%</td>
<td>32%</td>
</tr>
<tr>
<td>Unspecified</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Workforce Diversity Data

Employment by Age and Ethnicity*

Total Employee Count: 243,544 as of 12/31/2017

Employment Age

<table>
<thead>
<tr>
<th>Year</th>
<th>Up to 24</th>
<th>24 to 54</th>
<th>55+</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>21.5%</td>
<td>64%</td>
<td>14%</td>
</tr>
<tr>
<td>2016</td>
<td>40%</td>
<td>53%</td>
<td>7%</td>
</tr>
<tr>
<td>2015</td>
<td>41%</td>
<td>52%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Employment Ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>54%</td>
<td>55%</td>
<td>56%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>16%</td>
<td>16%</td>
<td>16%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>14%</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td>Asian</td>
<td>11%</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>5%</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Not Specified</td>
<td>1%</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

*Total does not add to 100 due to rounding
# Workforce Diversity Data

## Gender by Employment Level

### Board of Directors + Gender
**Total Board members: 12 as of 5/10/2017**

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>33%</td>
<td>27%</td>
<td>27%</td>
</tr>
<tr>
<td>Male</td>
<td>67%</td>
<td>73%</td>
<td>73%</td>
</tr>
</tbody>
</table>

### Vice President and Above + Gender
**Total Employee Count, Vice President and Above: 234 as of 12/31/2017**

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>2015*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>31%</td>
<td>28%</td>
<td>N/A</td>
</tr>
<tr>
<td>Male</td>
<td>69%</td>
<td>72%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### Manager Level and Above + Gender
**Total Employee Count: 27,520 as of 12/31/2017**

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>49%</td>
<td>48%</td>
<td>47%</td>
</tr>
<tr>
<td>Male</td>
<td>51%</td>
<td>52%</td>
<td>53%</td>
</tr>
<tr>
<td>Unspecified</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

---

*Diversity information for vice president level and above was not disclosed in 2015 and is not currently available*
Workforce Diversity Data

Ethnicity by Employment Level*

Vice President and Above + Ethnicity
Total Employee Count, Vice President and Above: 234 as of 12/31/2017

<table>
<thead>
<tr>
<th>Year</th>
<th>Diverse</th>
<th>White</th>
<th>Unspecified</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>12%</td>
<td>87%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>2016</td>
<td>10%</td>
<td>89%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>2015**</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Manager Level and Above + Ethnicity
Total Employee Count, Manager Level and Above: 27,520 as of 12/31/2017

<table>
<thead>
<tr>
<th>Year</th>
<th>Diverse</th>
<th>White</th>
<th>Unspecified</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>30%</td>
<td>69%</td>
<td>&lt;1%</td>
</tr>
<tr>
<td>2016</td>
<td>29%</td>
<td>69%</td>
<td>1%</td>
</tr>
<tr>
<td>2015</td>
<td>28%</td>
<td>70%</td>
<td>&lt;1%</td>
</tr>
</tbody>
</table>

*Total does not add to 100 due to rounding

**Diversity information for vice president level and above was not disclosed in 2015 and is not currently available
Workforce Diversity Data
Gender and Ethnicity by Role*

Nurses + Gender
Total Employee Count, Nurses: 4,430 as of 12/31/2017

- 92% Female
- 8% Male
- <1% Unspecified

Nurses + Ethnicity

- 31% Diverse
- 68% White
- 1% Unspecified

Pharmacists + Gender
Total Employee Count, Pharmacists: 32,201 as of 12/31/2017

- 62% Female
- 38% Male
- <1% Unspecified

Pharmacists + Ethnicity

- 39% Diverse
- 60% White
- 1% Unspecified

Pharmacy Technicians + Gender
Total Employee Count, Pharmacy Technicians: 74,663 as of 12/31/2017

- 80% Female
- 20% Male
- <1% Unspecified

Pharmacy Technicians + Ethnicity

- 52% Diverse
- 47% White
- 1% Unspecified

*Total does not add to 100 due to rounding
Workforce Diversity Data

Gender and Ethnicity by Role*

**Front Store + Gender**
Total Employee Count, Front Store: 89,805 as of 12/31/2017

- 65% Female
- 35% Male
- <1% Unspecified

**Distribution Center + Gender**
Total Employee Count, Distribution Center: 7,759 as of 12/31/2017

- 43% Female
- 57% Male
- <1% Unspecified

**Front Store + Ethnicity**

- 47% Diverse
- 52% White
- <1% Unspecified

**Distribution Center + Ethnicity**

- 54% Diverse
- 45% White
- <1% Unspecified

*Total does not add to 100 due to rounding

**Represents all colleague job categories for front store and distribution centers and data may overlap with enterprise charts included on page 30
## Environmental Data

### Total Energy Usage, by Type, for 2015–2017

<table>
<thead>
<tr>
<th>Year</th>
<th>Electricity (Million MWh)</th>
<th>Natural Gas (Million Therms)</th>
<th>Propane &amp; Oil (Therms)</th>
<th>Fuel Consumption** (Million Gallons)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>2.9</td>
<td>12.4</td>
<td>444,000</td>
<td>10.6</td>
</tr>
<tr>
<td>2016</td>
<td>2.85</td>
<td>11.4</td>
<td>394,000</td>
<td>11.3</td>
</tr>
<tr>
<td>2017</td>
<td>2.7</td>
<td>12.2</td>
<td>409,707</td>
<td>11.0</td>
</tr>
</tbody>
</table>

2015 data includes the addition of Coram® and Navarro® locations. 2016 data includes the addition of Omnicare. Data for 2017 includes all CVS Health distribution centers, stores and administrative locations, landlord-paid facilities, CVS Caremark®, Omnicare® and Coram locations. CVS Pharmacy® locations in Target® stores are not under the operational control of CVS Health and therefore are excluded from the organizational boundary and GHG inventory.

### Water Use Intensity Measurement, for 2015–2017

<table>
<thead>
<tr>
<th>Year</th>
<th>Total Water Usage (ML)</th>
<th>SF of Retail Space (Millions)</th>
<th>Normalized Water Usage (Per SF of Retail Space in ML)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>6,200</td>
<td>78.1*</td>
<td>0.000079</td>
</tr>
<tr>
<td>2016</td>
<td>5,711</td>
<td>79.2</td>
<td>0.000072</td>
</tr>
<tr>
<td>2017</td>
<td>5,554</td>
<td>79.5</td>
<td>0.000070</td>
</tr>
</tbody>
</table>

*Company’s 10-K reports 79.4 million SF, but this figure includes 1.3 million SF for Target pharmacies acquired on December 31, 2015, which are excluded for the purposes of the intensity target calculation.
Environmental Data

GHG Emissions by Scope*

A breakdown of Scope I, II and III data is included below. The baseline year for data provided is 2010; 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.

External Assurance: CVS Health carbon footprint data has been audited by independent audit firm Ernst & Young (EY).

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th></th>
<th>2016</th>
<th></th>
<th>2015</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tonnes of CO2e</td>
<td>%</td>
<td>Tonnes of CO2e</td>
<td>%</td>
<td>Tonnes of CO2e</td>
<td>%</td>
</tr>
<tr>
<td><strong>Scope 1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural Gas, Other Fuels, Corporate Jet, Corporate Car Fleet, Private Delivery Fleet, Refrigerants</td>
<td>206,086</td>
<td>14%</td>
<td>198,047</td>
<td>12%</td>
<td>214,156</td>
<td>13%</td>
</tr>
<tr>
<td><strong>Scope 2</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Electricity, Steam, Chilled Water</td>
<td>1,131,013</td>
<td>80%</td>
<td>1,285,716</td>
<td>82%</td>
<td>1,368,598</td>
<td>82%</td>
</tr>
<tr>
<td><strong>Scope 3</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dedicated Delivery Fleet, Employee Air Travel, Employee Personal Car Travel, Rental Cars</td>
<td>90,105</td>
<td>6%</td>
<td>90,590</td>
<td>6%</td>
<td>89,388</td>
<td>5%</td>
</tr>
</tbody>
</table>
### Environmental Data

#### GHG Emissions (Tonnes of CO2e)

<table>
<thead>
<tr>
<th>Scope</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>206,086</td>
<td>198,047</td>
<td>214,156</td>
</tr>
<tr>
<td>Natural Gas</td>
<td>64,670</td>
<td>60,864</td>
<td>66,002</td>
</tr>
<tr>
<td>Other Fuels</td>
<td>2,656</td>
<td>2,575</td>
<td>2,885</td>
</tr>
<tr>
<td>Corporate Fleet</td>
<td>6,771</td>
<td>5,817</td>
<td>5,570</td>
</tr>
<tr>
<td>Private Delivery Fleet</td>
<td>32,161</td>
<td>36,119</td>
<td>32,858</td>
</tr>
<tr>
<td>Refrigerants</td>
<td>95,308</td>
<td>86,929</td>
<td>100,742</td>
</tr>
<tr>
<td>Air Fleet</td>
<td>4,520</td>
<td>5,745</td>
<td>6,098</td>
</tr>
</tbody>
</table>

#### GHG Emissions Scope Breakdown (%)

<table>
<thead>
<tr>
<th>Scope</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>14%</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>Natural Gas</td>
<td>4.5%</td>
<td>3.9%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Other Fuels</td>
<td>0.2%</td>
<td>0.2%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Corporate Fleet</td>
<td>0.5%</td>
<td>0.4%</td>
<td>0.3%</td>
</tr>
<tr>
<td>Private Delivery Fleet</td>
<td>2.3%</td>
<td>2.3%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Refrigerants</td>
<td>6.7%</td>
<td>5.5%</td>
<td>6%</td>
</tr>
<tr>
<td>Air Fleet</td>
<td>0.3%</td>
<td>0.4%</td>
<td>0.4%</td>
</tr>
</tbody>
</table>

#### GHG Emissions by Category

<table>
<thead>
<tr>
<th>Category</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>82%</td>
<td>82%</td>
<td>82%</td>
</tr>
<tr>
<td>Electricity, Steam and Chilled Water</td>
<td>82%</td>
<td>82%</td>
<td>82%</td>
</tr>
<tr>
<td>Total</td>
<td>5%</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Dedicated Delivery Fleet</td>
<td>3.1%</td>
<td>3.2%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Business Travel</td>
<td>1.7%</td>
<td>1.7%</td>
<td>1.6%</td>
</tr>
<tr>
<td>Rental Cars</td>
<td>0.2%</td>
<td>0.2%</td>
<td>0.2%</td>
</tr>
<tr>
<td>Personal Cars</td>
<td>0.3%</td>
<td>0.7%</td>
<td>0.8%</td>
</tr>
</tbody>
</table>
Environmental Data

Total Carbon Footprint and Carbon Intensity Measurement 2015–2017

<table>
<thead>
<tr>
<th>Year</th>
<th>CO2 Equivalents (Metric Tonnes CO2e)</th>
<th>CO2 Equivalents (Intensity per SF of Retail Space in Metric Tonnes)</th>
<th>Square Feet (of Retail Space in Millions)</th>
<th>Cumulative Progress Toward Carbon Intensity Reduction Goal*</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>1,673,000</td>
<td>0.0214</td>
<td>78.1**</td>
<td>16%</td>
</tr>
<tr>
<td>2016</td>
<td>1,574,000</td>
<td>0.0199</td>
<td>79.2</td>
<td>22%</td>
</tr>
<tr>
<td>2017</td>
<td>1,427,204</td>
<td>0.0180</td>
<td>79.5</td>
<td>30%</td>
</tr>
</tbody>
</table>

*Carbon Intensity Goal: Reduce carbon intensity by 15% by 2018, based on 2010 figures.

**10-K shows 79.4M SF, but includes 1.3M SF for Target pharmacies acquired on 31 December 2015, which are excluded for the purposes of the intensity target calculation.
### Environmental Data


Hazardous waste and disposal methods are reported in the table below. We identified waste and e-waste as a material issue, given the size of our operations. We do not have accurate data that measures total solid waste by type and disposal across our entire company, due to the varying municipal waste regulations in the communities where we operate, as well as varying contracts we hold with third-party waste haulers.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste to Energy</td>
<td>2,022</td>
<td>42.7</td>
<td>1,890</td>
<td>55.02</td>
<td>1,848</td>
<td>54.21</td>
</tr>
<tr>
<td>Recycle/Metals Recovery</td>
<td>491</td>
<td>10.37</td>
<td>507</td>
<td>14.75</td>
<td>543</td>
<td>15.93</td>
</tr>
<tr>
<td>Fuels Blending</td>
<td>509</td>
<td>10.74</td>
<td>525</td>
<td>15.27</td>
<td>522</td>
<td>15.31</td>
</tr>
<tr>
<td>Incineration</td>
<td>1,564</td>
<td>33.02</td>
<td>429</td>
<td>12.49</td>
<td>372</td>
<td>10.91</td>
</tr>
<tr>
<td>Neutralization/Waste Water Treatment</td>
<td>143</td>
<td>3.03</td>
<td>85</td>
<td>2.47</td>
<td>124</td>
<td>3.64</td>
</tr>
<tr>
<td>Stabilization/Landfill</td>
<td>1</td>
<td>0.03</td>
<td>0</td>
<td>0</td>
<td>0.0</td>
<td>0.0</td>
</tr>
<tr>
<td>Autoclave</td>
<td>5</td>
<td>0.11</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Total Waste Shipped</td>
<td>4,736</td>
<td>100</td>
<td>3,436</td>
<td>100</td>
<td>3,409</td>
<td>N/A</td>
</tr>
</tbody>
</table>

This data includes Retail, CVS Caremark, and Distribution Centers.
Recycling Figures 2017

- 280,961 tons were recycled through all programs at retail stores, corporate offices and distribution centers (including Coram, CVS Caremark and Omnicare)

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

Other recycling figures:

- 39.14 tons of mixed paper (G2)
- 4.86 tons of PET and plastic bottles (G2)
- 1.61 tons of aluminum cans and materials (G2)
- 1.54 tons of glass (G2)
- 1.42 tons of HDPE (G2)
- 0.23 tons of white paper (G2)
- 0.22 tons of Styrofoam cups (G2)
- 0.36 tons of plastic film (G2)
- 0.14 tons of bimetal cans (G2)
- 203,585 boxes (Stericycle & G2)
- 41.59 tons of metals (Stericycle)
- 1,008,700 kWh from Waste to Energy (Stericycle)
- 1,834 tons CO2 eliminated from Waste to Energy (Stericycle)
## 2017 Zero Tolerance Summary

<table>
<thead>
<tr>
<th>Zero Tolerance Issues/ Low Scoring Factories</th>
<th>Number of Factories Found to Have a Zero Tolerance Issue</th>
<th>Action Taken</th>
<th>Follow-up/Remediation Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>Child Labor</td>
<td>4</td>
<td>Orders were canceled. Facility was placed on probation.</td>
<td>Production for approved orders was moved to an approved facility.</td>
</tr>
<tr>
<td>Attempted Bribery (Factory Management Bribing the Auditor to Receive a Passing Score on the Audit)</td>
<td>4</td>
<td>Orders were canceled. The identified facility was placed on probation.</td>
<td>Production for approved orders was moved to an approved facility.</td>
</tr>
<tr>
<td>Life Threatening Conditions — Locked/Blocked Exits</td>
<td>27</td>
<td>Orders for 27 factories with locked/blocked exits were placed on hold until corrective action was taken.</td>
<td>For locked and blocked exits, the immediate corrective action was taken, and proof of correction was submitted through a corrective action plan for approval. For locked emergency exits, either corrective action was taken or the orders were moved to approved factories.</td>
</tr>
<tr>
<td>Forced/Person Labor, Human Trafficking</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Abuse and Harassment</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Falsified Documents</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Confirmed Falsified Audit Report and/or Business License</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Intentional Nondisclosure of Finished Goods Subcontracting</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
2017 GRI Content Index

General Disclosures

GRI 101: Foundation 2016

GRI 102: General Disclosures 2016

ORGANIZATIONAL PROFILE

102-1
Name of the Organization
CVS Health®

102-2
Activities, Brands, Products and Services
Corporate Profile, p. 5, 2017 CSR Report

102-3
Location of Headquarters
Corporate Profile, p. 5, 2017 CSR Report

102-4
Location of Operations
Corporate Profile, p. 5, 2017 CSR Report

102-5
Ownership and Legal Form
CVS Health is a publicly traded corporation on the New York Stock Exchange. Ticker symbol: CVS

102-6
Markets Served
Corporate Profile, p. 5, 2017 CSR Report

102-7
Scale of the Organization
Corporate Profile, p. 5, 2017 CSR Report
Quantity of products or services provided:
In 2017, CVS Health’s Retail/LTC Segment filled approximately 1.2 billion prescriptions and held approximately 24% of the U.S. retail pharmacy market.

102-8
Information on Employees and Other Workers
All work is performed by our company’s employees, with a large majority of them performing retail-related duties in our more than 9,800 retail locations located primarily in the U.S.
CVS Health Workforce Diversity Data, p. 29, 2017 CSR Report Appendix

102-9
Supply Chain
Corporate Profile, p. 5, 2017 CSR Report

102-10
Significant Changes to the Organization and its Supply Chain
Corporate Profile, p. 5, 2017 CSR Report
During 2017, we opened 175 new and acquired retail locations and added 15 new MinuteClinic® locations.

102-11
Precautionary Principle or Approach
We do not have a formal policy regarding the precautionary principle.

All store brand products must comply with FDA and government requirements and adhere to our Cosmetic Safety Policy and Animal Testing Policy. These policies outline our commitment to providing customers with safe products, should an ingredient be suspected of causing harm.

We also take a proactive approach to risk management, including climate change, and perform regular reviews of risks in our operations and supply chain.

102-12
External Initiatives

102-13
Membership of Associations
Enhancing Our Information Security Program
CVS Health employs industry standard technology safeguards, including network firewalls, intrusion prevention, and malware detection systems to identify and prevent potential cyber attacks. We maintain rigorous policies and procedures for authentication and authorization to systems that restrict access to and define appropriate use of client and plan member data. Through our audit compliance plan, we continuously monitor and assess our systems and networks so appropriate safeguards can be implemented to mitigate the risk of security violations and intrusions. We also conduct regular assessments against our security and privacy controls, and address any issues that may have been identified during the assessment period in a timely manner.

We were early adopters of the National Institute of Standards and Technology Cybersecurity Framework for improving critical infrastructure cybersecurity. In addition, through our participation in NH-ISAC, the nation’s Healthcare and Public Health Information Sharing and Analysis Center, we continue to be vigilant about advancing physical and cybersecurity national critical infrastructure resilience.

Security awareness is promoted throughout the organization, and all of our colleagues are required to complete security training annually. Training is also conducted within 30 days after the date of hire for contractors, within 21 days for retail colleagues, and within 12 days for PBM colleagues. In 2015, in accordance with the Payment Card Industry Data Security Standard, we completed an annual external assessment by a qualified security assessor of our policies and safeguards in connection with cardholder data. The assessment found no major security risks or faults for cardholders or our company.

Ensuring Customer, Patient and Employee Privacy
CVS Health is committed to protecting the privacy and security of protected health information. Protecting private information and the confidentiality of those we serve are conditions of employment with CVS Health and are described in detail in our Code of Conduct. We also maintain a comprehensive privacy program designed to manage the company’s data and ensure compliance with all applicable laws and regulations. Part of this program is aimed at continuously improving and enhancing our privacy practices by, among other things, routinely promoting privacy awareness throughout the enterprise. CVS Health has also developed a privacy orientation and training program to make sure that all of its colleagues and contractors are familiar with its privacy policies and procedures necessary for them to carry out their functions.

Internal privacy activities include an investigation and response team that manages the review and response to any potential privacy incident. When potential privacy incidents are discovered, the team uses a protocol that involves an assessment of the incident and, when necessary, tracking and resolving the incident so that we can mitigate any privacy risks. When appropriate, we retrain our colleagues or develop a corrective action plan. In addition, we conduct a periodic risk assessment of our privacy practices. For example, we periodically review our retail facilities by using an independent assessor to review a statistically significant sample of stores to ensure implementation of our privacy protections. Our Privacy Commitments, along with our privacy policy, are posted on our website.

Assessing Third Party Risk
CVS Health maintains a Third Party Risk Assessment Program, and through it, each vendor who collects, uses, stores, shares, processes, transmits or destroys confidential information on our behalf must undergo initial and recurring assessments to ensure they are operating in accordance with our privacy and information security policies and procedures.

Maintaining Privacy Safeguards
CVS Health maintains appropriate administrative, technical and physical safeguards for protecting our patients’ protected health information. CVS Health also operates a compliance oversight committee, which meets quarterly to review, among other things, our privacy practices and to make recommendations aimed at enhancing our practices. We also engage senior leaders in decision-making processes related to new digital interfaces and analytical technologies to help ensure appropriate protections and safeguards are taken into consideration when we implement these tools.

ETHICS AND INTEGRITY

Values, Principles and Norms of Behavior
2017 CSR Report

Mechanisms for Advice and Concerns
2017 CSR Report

Concerns about Ethics
CVS Health Ethics Line 1-877-CVS-2040
102-18  
Governance Structure
CVS Health Corporate Governance Guidelines

102-19  
Delegating Authority
CSR Governance, p. 13, 2017 CSR Report

102-20  
Executive-Level Responsibility for Economic, Environmental and Social Topics
Eileen Howard Boone, Senior Vice President, Corporate Social Responsibility and Philanthropy

102-21  
Consulting Stakeholders on Economic, Environmental and Social Topics
Stockholder outreach, 2018 Proxy Statement

102-22  
Composition of the Highest Governance Body and Its Committees
Committees of the Board, 2018 Proxy Statement

102-23  
Chair of the Highest Governance Body
Board Structures and Processes, 2018 Proxy Statement

102-24  
Nominating and Selecting the Highest Governance Body
CVS Health Corporate Governance Guidelines

102-25  
Conflicts of Interest
Related Person Transaction Policy, 2018 Proxy Statement

102-26  
Role of Highest Governance Body in Setting Purpose, Values and Strategy
The Nominating and Corporate Governance Committee of our Board of Directors provides oversight of our CSR strategy and performance. Our Senior Vice President, Corporate Social Responsibility and Philanthropy, reports to this Committee on the company’s approach to key issues.

102-27  
Collective Knowledge of Highest Governance Body Committees of the Board, 2018 Proxy Statement

102-28  
Evaluating the Highest Governance Body’s Performance
CVS Health Corporate Governance Guidelines

102-29  
Identifying and Managing Economic, Environmental and Social Impacts
Our Senior Vice President, Corporate Social Responsibility and Philanthropy, makes two presentations a year to the Nominating and Corporate Governance Committee of the Board of Directors covering timely sustainability impacts, risks and opportunities for Committee feedback. Often these presentations are informed by consultation with external stakeholders. The Committee will also proactively request information on selected economic, environmental and social topics. These discussions help CVS Health to identify and manage issues of concern and opportunity.

Sustainability Committees
We have established committees and task forces that meet on an as-needed basis to provide guidance on sustainability-related decisions and initiatives. These include:

• Energy Technology Assessment Committee: Works to identify opportunities across our operations to reduce energy and GHG emissions while also lowering costs

• Sustainability Leadership Council: A team of leaders who meet periodically to discuss our sustainability strategy and set our carbon reduction goal

• Executive Management Council: A group of senior-level corporate executives representing all business units at CVS Health, who direct the overarching strategy, policy and implementation of our Environmental Management Program and advise our CEO on the program’s performance

102-30  
Effectiveness of Risk Management Processes
CSR Governance, p. 13, 2017 CSR Report

102-31  
Review of Economic, Environmental and Social Topics
Our Senior Vice President, Corporate Social Responsibility and Philanthropy, makes two presentations a year to the Board covering timely sustainability impacts, risks and opportunities for Board feedback. The Nominating and Corporate Governance Committee of our Board of Directors is responsible for reviewing our annual Corporate Social Responsibility Report.

102-32  
Highest Governance Body’s Role in Sustainability Reporting
Larry Merlo, President and Chief Executive Officer, reviews our annual Corporate Social Responsibility Report along with the Nominating and Corporate Governance Committee of our Board of Directors.

102-33  
Communicating Critical Concerns
Our Senior Vice President, Corporate Social Responsibility and Philanthropy, raises critical concerns to the Nominating and Corporate Governance Committee of our Board of Directors as part of her biannual presentations, and may make additional presentations as needed.
Nature and Total Number of Critical Concerns
Our Senior Vice President, Corporate Social Responsibility and Philanthropy, presented on three critical concerns to the Nominating and Corporate Governance Committee in 2017 regarding progress against our science-based emissions reduction target, eliminating chemicals of consumer concern from beauty and personal care products and stakeholder engagement. At these presentations, requests were made for approval to act on a selected issue or request funding to support a new initiative.

Remuneration Policies
Compensation Discussion and Analysis, 2018 Proxy Statement
Sustainability is becoming an increasingly important component of business strategy and, as it does, the argument for linking management’s compensation to sustainability performance is gaining ground. At CVS Health, each pillar within our CSR strategy — Health in Action, Planet in Balance, Leader in Growth — has a subject matter expert who also has accountability to achieve the pillars’ priorities and goals as part of their business plan. Remuneration of executive officers, as well as business unit and facility managers is partially linked to performance against these business plans.

Process for Determining Remuneration
Compensation Discussion and Analysis, 2018 Proxy Statement

Stakeholders’ Involvement in Remuneration
Compensation Discussion and Analysis, 2018 Proxy Statement

Annual Total Compensation Ratio
Compensation Discussion and Analysis, 2018 Proxy Statement

STAKEHOLDER ENGAGEMENT

List of Stakeholder Groups
Stakeholder Engagement, p. 15-17, 2017 CSR Report

Collective Bargaining Agreements
As of December 31, 2017, approximately 6 percent of employees were covered by collective bargaining agreements.

Identifying and Selecting Stakeholders
Stakeholder Engagement, p. 15-17, 2017 CSR Report

Approach to Stakeholder Engagement
Stakeholder Engagement, p. 15-17, 2017 CSR Report

Key Topics and Concerns Raised
Stakeholder Engagement, p. 15-17, 2017 CSR Report

REPORTING PRACTICE

Entities Included in the Consolidated Financial Statements
p. 3, 2018 CVS Health Form 10-K

Defining Report Content and Topic Boundaries
p. 1–8, 2017 CSR Report Appendix

List of Material Topics
p. 1, 2017 CSR Report Appendix

Restatements of Information
We have made no material restatements of information provided in previous CSR Reports.

Changes in Reporting
About This Report, p. 123, 2017 CSR Report

Reporting Period
January 1 – December 31, 2017

Date of Most Recent Report
May 2017

Reporting Cycle
Annual

Contact Point for Questions Regarding the Report
Please submit questions or feedback regarding this report and our CSR strategy to CSR@CVSHealth.com, or:
CVS Health Corporation
Attn: SVP, Corporate Social Responsibility & Philanthropy
1 CVS Drive, Woonsocket, RI 02895
401-765-1500

Claims of Reporting in Accordance with the GRI Standards
This report has been prepared in accordance with the GRI Standards: Core option.

2017 GRI Content Index
The GRI Standards Content Index is included on these pages.

External Assurance
We do not have a formal policy for external assurance at this time. However, we do use an external third party to verify our carbon footprint data.
As a provider of prescription medications and retail health services, we understand that a major disruption in our business can have serious implications for patients who rely on us for prescriptions and other health care needs. Our Enterprise Response and Resiliency team assesses risks and plans response to protect our colleagues, patients and physical assets and to continue delivery of important products and services across our enterprise.

In evaluating and preparing for these risks, we believe that the unexpected closure of our data centers and corporate offices would pose the greatest threat to our business because it would impede our ability to operate the systems that support our stores. Our Business Continuity Plan addresses the loss of facilities, IT infrastructure and human resources as well as losses in our supply chain in the case of floods, hurricanes and similar events. Financially, we are at risk of physical damage to our facilities, lost inventory from power outages and lost business from being closed in the wake of a natural disaster.

According to the Centers for Disease Control, the total economic cost of smoking in the U.S. is more than $300 billion a year.

In 2014, we eliminated cigarettes and all tobacco products from our stores. A study published by CVS Health Research Institute in the American Journal of Public Health found that cutting nicotine from the shelves had an impact on overall tobacco sales.

We believe our proactive approach to climate change risk management, and our proven ability to respond during severe weather events, has strengthened the trust our customers have in CVS Health, and will enable our business to grow. Climate change is causing unusual and sometimes extreme weather patterns around the world, and climate experts are foreseeing a new era of “super storms” emerging.
MATERIALS

GRI 103: Management Approach 2016

103-1
Explanation of the Material Topic and Its Boundary
p. 3–8, 2017 CSR Report Appendix;
CSR Governance, p. 13, 2017 CSR Report

103-2
The Management Approach and Its Components
CSR Strategy, p. 8, 2017 CSR Report;
CSR Governance, p. 13, 2017 CSR Report

103-3
Evaluation of the Management Approach
CSR Strategy, p. 8, 2017 CSR Report;
CSR Governance, p. 13, 2017 CSR Report

GRI 301: Materials 2016

301-2
Recycled Input Materials Used
Sustainable Paper Sourcing, p. 91, 2017 CSR Report

301-3
Reclaimed Products and Their Packaging Materials
Expanding Our Drug Disposal Collection Program,
p. 59, 2017 CSR Report
Omissions: Medications are intended to be taken as
described. Rather than measuring the percentage of
medications sold and reclaimed, we report on efforts to
reclaim unused medications through our drug take
back programs.

ENERGY

GRI 103: Management Approach 2016

103-1
Explanation of the Material Topic and Its Boundary
p. 3–8, 2017 CSR Report Appendix;
CSR Governance, p. 13, 2017 CSR Report

GRI 303: Water 2016

303-1
Water Withdrawal by Source
p. 15, 2017 CSR Report Appendix
## EMISSIONS

**GRI 103: Management Approach 2016**

### 103-1

Explanation of the Material Topic and Its Boundary  
p. 3–8, 2017 CSR Report Appendix;  
CSR Governance, p. 13, 2017 CSR Report

### 103-2

The Management Approach and Its Components  
CSR Strategy, p. 8, 2017 CSR Report;  
CSR Governance, p. 13, 2017 CSR Report

### 103-3

Evaluation of the Management Approach  
CSR Strategy, p. 8, 2017 CSR Report;  
CSR Governance, p. 13, 2017 CSR Report

**GRI 305: Emissions 2016**

### 305-1

Direct (Scope 1) GHG Emissions  
p. 16–17, 2017 CSR Report Appendix  
External Assurance: CVS Health carbon footprint data has been audited by EY.

### 305-2

Energy Indirect (Scope 2) GHG Emissions  
p. 16–17, 2017 CSR Report Appendix  
External Assurance: CVS Health carbon footprint data has been audited by EY.

### 305-3

Other Indirect (Scope 3) GHG Emissions  
p. 16–17, 2017 CSR Report Appendix  
External Assurance: CVS Health carbon footprint data has been audited by EY.

### 305-4

GHG Emissions Intensity  
p. 18, 2017 CSR Report Appendix  
External Assurance: CVS Health carbon footprint data has been audited by EY.

### 305-5

Reduction of GHG Emissions  
Controlling Our Major Sources of Greenhouse Gas Emissions, p. 80, 2017 CSR Report  
External Assurance: CVS Health carbon footprint data has been audited by EY.

## EFFLUENTS AND WASTE

**GRI 103: Management Approach 2016**

### 103-1

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CSR Governance, p. 13, 2017 CSR Report

### 103-2

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CSR Governance, p. 13, 2017 CSR Report

### 103-3

Evaluation of the Management Approach  
CSR Strategy, p. 8, 2017 CSR Report;  
CSR Governance, p. 13, 2017 CSR Report

**GRI 306: Effluents and Waste 2016**

### 306-2

Waste by Type and Disposal Method  
p. 19–20, 2017 CSR Report Appendix

## SUPPLIER ENVIRONMENTAL ASSESSMENT

**GRI 103: Management Approach 2016**

### 103-1

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### 103-2

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### 103-3

Evaluation of the Management Approach  
CSR Strategy, p. 8, 2017 CSR Report;  
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## EMPLOYMENT

**GRI 103: Management Approach 2016**

### 103-1

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### 103-2

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103-2 The Management Approach and Its Components
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103-3 Evaluation of the Management Approach
CSR Strategy, p. 8, 2017 CSR Report;
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GRI 401: Employment 2016
Benefits Provided to Full-Time Employees That are
Not Provided to Temporary or Part-Time Employees
Benefits that Provide Holistic Support, p. 104,
2017 CSR Report

OCCUPATIONAL HEALTH AND SAFETY

GRI 103: Management Approach 2016
Explanation of the Material Topic and Its Boundary
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103-3 Evaluation of the Management Approach
CSR Strategy, p. 8, 2017 CSR Report;
CSR Governance, p. 13, 2017 CSR Report

GRI 404: Training and Education 2016
Programs for Upgrading Employee Skills
and Transition Assistance Programs
Advancing the Careers of Colleagues, p. 102,
2017 CSR Report

DIVERSITY AND EQUAL OPPORTUNITY

GRI 103: Management Approach 2016
Explanation of the Material Topic and Its Boundary
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CSR Governance, p. 13, 2017 CSR Report

103-2 The Management Approach and Its Components
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103-3 Evaluation of the Management Approach
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GRI 405: Diversity and Equal
Opportunity 2016
Diversity of Governance Bodies and Employees
p. 9–14, 2017 CSR Report Appendix

Building Board Diversity
The Nominating and Corporate Governance Committee
focuses on the following qualities in identifying
and evaluating candidates for Board membership:
background, experience and skills; character,
reputation and personal integrity; judgment;
independence; ethnic diversity; commitment to
the company and service on the Board; and any
other factors that the Committee may determine
to be relevant and appropriate.

While we do not currently have any specific minimum
qualifications for candidates or a specific policy
regarding diversity, the Committee believes that the
Board’s composition, which represents diverse
backgrounds and experiences, provides significant
benefits to the company.

A recent amendment to the charter of the Nominating
and Corporate Governance Committee, under Director
Qualifications, formalized the Committee’s practice
that every Board candidate search includes diverse
candidates, including women and minorities.

Attracting and Retaining a Diverse Workforce

Talent Is Ageless: Building Health and
Creating Employment Opportunities for
Older Americans, 2017
In 2017, our Talent Is Ageless program demonstrated
significant growth and progress in building creative
partnerships with national and community-based
organizations that provide employment and health
promotion programs for our older adults. Workforce
Initiatives partnered with the following organization
in 2017 that supported our hiring training, hiring and
recruitment efforts:

• We hosted three events at the House of Lebanon in
Washington, D.C. covering important topics for older
adults such as Medicare, Exercise and Nutrition, and
Chronic Diseases. The CVS Health and Wellness
events offered senior residents education, resources
and guidance on important health issues with the goal of promoting healthy living

• Several mature worker applicants from NCBA’s SCSEP program were hired as crew members in Greensboro and Cary, North Carolina. Applicants had received coaching and assistance from NCBA’s special workforce program that enables mature workers to be job-ready

• In collaboration with the nonprofit CAEL, we developed a new competency tool to assist mature workers in showcasing their achievements and competencies gained in both paid and volunteer experience

Abilities In Abundance: Tapping into new Talent and Abilities
Abilities in Abundance disability partnerships are part of CVS Health’s commitment to diversity and disability inclusion. Here are a few examples:

• Workability I, a school-based program funded by the state of California, serves high-school-age students with special needs transitioning from school to employment. CVS Health and Workability I partnered to establish a formal statewide work experience program in 2009. In 2017, CVS Health placed more than 350 students in this program that gained work experience in our stores

• The Massachusetts Rehabilitation Commission, a division of the Commonwealth’s Executive Office of Health & Human Services, has partnered with CVS Health over the past two years on a customized job driven training program that provides an eight-week immersion course into the pharmacy technician role. Since the program’s inception, nearly 130 participants have been served, with 85 of those individuals being hired. In 2017, CVS Health hired 24 participants from the customized training program

• The National Employment Team (NET) of the Council of Administrators of Vocational Rehabilitation and CVS Health collaborated to establish a national direct-hire program in 2002. The program is funded by the Federal and State government agencies. CVS Health works with NET nationally, coordinating with 80 agencies throughout the United States, putting people on the path to better health and employment. In a two-year period, more than 500 participants were hired for positions in front-store, pharmacy, and pharmacy benefit management positions

Military Alliances
We continue to identify partnerships which will provide our talent pipeline with those who have served our country and the spouses who support them. Just a few examples:

• Public Partnership Office Hiring Initiative at Fort Belvoir: The Private Partnership Office provides a collaborative system that allows civilian employers an opportunity to maximize their recruitment efforts and leverage the highly skilled and capable workforce found within the Army Reserves. CVS Health has developed a customized training program to educate transitioning soldiers and reservists on the pre-employment and transferable skills that will assist them in finding and securing civilian employment. Those interested in retail careers will also enroll in the Store Manager In Training (SMIT) program, which prepares them for a leadership role

• Career Skills Program at Fort Leavenworth: This program provides up to 20 weeks of career exploration prior to transitioning out of the Army. The service member receives training and work within the CVS retail environment to develop the necessary skills for a leadership position. Using the SMIT training and development materials, successful completion can lead to a civilian career. Service members are compensated by the Army during the program

• Operation Re Invent: This two-day career transition workshop is for women within 6–12 months of separation from service. These quarterly sessions are scheduled on-base

Diversity of our Colleagues and Senior Leadership Strategic Diversity Management: Objectives and Oversight
It is our goal to ensure the diversity of our colleagues reflects the diversity of our customers and the communities we serve. Our approach to diversity management includes four primary objectives:

• Reflecting the marketplaces we serve and the demographics of our communities through our workforce

• Engaging our colleagues by leveraging workplace relationships to create and sustain a culture of inclusion

• Putting policies, practices, programs and procedures in place that enable us to develop and retain the best diverse talent

• Ensuring alignment with and engagement of external partners, customers, clients and communities

Fostering Diversity through Board Leadership
Oversight of strategic diversity management at CVS Health falls within the purview of the full Board of Directors. Our CEO and executive leadership team serve as our Diversity Management Steering Committee and report to the full Board. Each of these senior leaders serves as an executive sponsor for one of our Colleague Resource Groups (CRGs), networks that offer colleagues the opportunity to share or support a particular ethnicity, culture or perspective.

Our Diversity Management Leadership Council provides direction for the execution of our strategic diversity management. The Council reviews progress against our goals for workforce representation, colleague engagement, talent development and marketplace diversity. In addition, our Council members serve as champions for the company’s diversity
strategy and are responsible for incorporating and leveraging strategic diversity management in each of their business units or departments.

CHILD LABOR

GRI 103: Management Approach 2016

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103-3
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CSR Strategy, p. 8, 2017 CSR Report;
CSR Governance, p. 13, 2017 CSR Report

GRI 408: Child Labor 2016

408-1
Operations and Suppliers at Significant Risk for Incidents of Child Labor
p. 21, 2017 CSR Report Appendix

HUMAN RIGHTS ASSESSMENT

GRI 103: Management Approach 2016

103-1
Explanation of the Material Topic and Its Boundary
p. 3–8, 2017 CSR Report Appendix;
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103-2
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Global Supplier Audit Program

The CVS Health Factory Social Audit Program helps us assess our performance and allows us to compare the results against industry standards. This ensures that our direct import suppliers and other store brand suppliers are in compliance with social, legal and trade security standards in accordance with local laws in which they operate.

CVS Health also requires full compliance with all applicable anti-corruption laws, including the U.S. Foreign Corrupt Practices Act. Vendors and suppliers may not, directly or indirectly, offer, pay, promise or authorize the payment of any money or thing of value to any government official, including any employee or agent of a government-owned or government-controlled business, for the purpose of: influencing any act or decision of such government official, in his/her official capacity; inducing such government official to do or omit doing any act in violation of the lawful duty of such official; securing any improper advantage; or inducing such government official to use his/her influence in order to assist in obtaining or retaining business.

Our internal Code of Conduct also addresses the company’s standard of ethics when interacting with suppliers. Colleagues with direct responsibility for import supply chain management have been trained on mitigating risks within the supply chain of products, including risks associated with human trafficking and slavery.

Global Supplier Audit Program

The CVS Health Factory Social Audit Program helps us assess our performance and allows us to compare the results against industry standards. This ensures that our direct import suppliers and other store brand suppliers are in compliance with social, legal and trade security standards in accordance with local laws in which they operate.

CVS Health works with independent third party UL to audit all store brand and select non-saleable merchandise, including uniforms and bags, supplier factories outside of the U.S. and Canada against UL’s Responsible Sourcing Workplace Assessment (RSWA). The RSWA is aligned with the Global Social Compliance Program and International Labour Organization (ILO) convention recommendations. The factory audits are based on the following assessment criteria:

- **Labor**, including abuse, coercion, harassment, child labor and young workers, and forced labor
- **Health and Safety**, including risk assessment and management, education, and accidents
- **Management Systems**, including compliance, education and grievance mechanism
- **Environment**, including risk assessment and management, general and hazardous waste, air emissions and noise pollution
- **Ethics and Business Integrity**, including bribery attempt and facilitation

A primary focus is engaging lower-performing suppliers and factories. Our goal is to work with them directly in order to remediate their factory performance on social
compliance, rather than to exclude them immediately from our supply chain.

In addition to our annual human rights screening in 2017, we also conducted our annual supplier and factory training on social compliance and new subcontracting requirements. In addition, we offer additional supplier and factory training via online learning tools.

In lieu of UL’s Responsible Sourcing Workplace Assessment (RSWA) audits, CVS Health accepts other globally recognized third-party social audit reports, including:

• ICTI - International Council of Toy Industries
• WRAP - Worldwide Responsible Accredited Production
• BSCI - Business Social Compliance Initiative
• SA8000 - Social Accountability International (SAI)

SUPPLIER SOCIAL ASSESSMENT

GRI 103: Management Approach 2016

103-1
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GRI 414: Supplier Social Assessment 2016

414-1
New Suppliers That Were Screened Using Social Criteria
Global Supplier Audit Program, see 412-3

414-2
Negative Social Impacts in The Supply Chain and Actions Taken
Zero Tolerance Incidents, see 408-1

Ensuring Compliance and Integrity
Complying with legal requirements and acting with integrity are important to CVS Health for many reasons. In addition to the fines and penalties associated with violating laws and regulations, non-compliance can significantly impact shareholder value and profitability, as well as corporate reputation. Violating health care laws, including customer and patient privacy, can also result in being excluded from federally funded programs such as Medicare. We are committed to ensuring that we have sound practices, policies, processes and compliance mechanisms in place.

Our commitment extends to everyone within our organization: Our colleagues are expected to uphold our standards in all interactions with customers, plan members, clients, physicians, vendors and all other business relationships. Our Compliance and Integrity Program provides a framework for fostering a culture of compliance throughout the company. The program includes the following components:

• Compliance oversight and governance
• Policies, procedures and standards of conduct
• Due diligence in authority personnel
• Training and education
• Monitoring, auditing and reporting systems
• Effective lines of communication
• Enforcing standards and discipline procedures

Providing Effective Compliance Oversight
Our Chief Compliance Officer (CCO) is responsible for overseeing and implementing our Compliance and Integrity Program. This position reports to the Audit Committee of the Board of Directors and to the company’s Chief Executive Officer. As part of the administration of the program, the CCO chairs the Corporate Compliance Committee, a cross-functional group comprised of company legal and business leaders who provide expertise, coordination and oversight.

Implementing Policies, Procedures and Standards of Conduct
The CVS Health Code of Conduct (the Code) articulates the company’s expectation of legal and ethical conduct, and provides information on what to do when confronted with a potential compliance issue. The CCO leads the development of and updates to the Code, which takes place at least annually. The Code is reviewed and approved by the Audit Committee of the Board of Directors.

Conducting Due Diligence in Hiring
CVS Health evaluates colleagues and contractors based on their roles and responsibilities. Prior to employment, CVS Health perform background checks, licensure searches and exclusion screenings for all candidates. Candidates who do not pass the screening are denied employment. CVS Health also conducts regular post-hiring monitoring to ensure continued good standing.

Providing Training and Education
CVS Health provides compliance training to all colleagues upon hire and on an annual basis thereafter. Compliance training includes the Code; fraud, waste and abuse; firewalls; insider trading; HIPAA/privacy; corporate integrity agreements; anti-money laundering; and charitable giving practices. Additional compliance training may be required based on employee job functions and responsibilities, and existing government mandates. Training content is reviewed and approved by the Compliance team, and training completion statistics are tracked and shared with executive management.
Implementing Monitoring, Auditing and Reporting Systems
CVS Health has a number of Business Compliance Officers (BCOs), who are designated Compliance staff members assigned to different business units. The BCOs work closely with their respective business units with the goal of creating two-way communication between Compliance and the business. In addition to informing the business of new or changing compliance requirements, the BCOs meet regularly with business unit leaders to identify potential compliance issues resulting from their business initiatives. The BCOs also coordinate with the Legal department to interpret laws and regulations and assess risk. When action is required by the business to address a Compliance related issue, the business will be responsible for developing an action plan. The BCO will approve the action plan and will monitor and report on its progress.

CVS Health also utilizes a number of other tools and processes, including Compliance Risk Assessment and Internal Audit, to monitor compliance and detect policy violations or improper conduct.

Maintaining Lines of Communication
CVS Health contracts with an independent third party that provides secure, confidential telephone and web-based systems for use by individuals who wish to report a concern or submit an inquiry relating to business conduct. This service is available 24 hours per day, 365 days per year. In addition, the third party offers translation services that allow telephone and web reports to be made in several different languages.

Individuals also have the option of directly communicating a concern to the Compliance Department via telephone, email, facsimile or hard copy mail. Employees have the ability to raise a compliance issue and seek guidance directly with the CCO, members of management, Human Resources and the Legal Department. CVS Health has a strict non-retaliation policy that protects our colleagues who use these resources in good faith.

Enforcing Standards and Discipline Procedures
The Compliance department is responsible for logging, triaging, following up and tracking reported potential compliance violations to conclusion. This includes directing a thorough investigation and, upon completion, determining whether credible evidence of a violation exists. When it is confirmed that misconduct has occurred, corrective action, which may include remedial action to address the specific issue or help prevent similar issues in the future, discipline and/or additional training, is initiated promptly.

As appropriate, certain confirmed violations may be reported to outside agencies or authorities. In addition, the CCO provides the Audit Committee of the Board of Directors with information concerning significant violations or alleged significant violations of the Code of Conduct and applicable policies and procedures.

PUBLIC POLICY

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103-3
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CSR Strategy, p. 8, 2017 CSR Report;
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GRI 415: Public Policy 2016
415-1
Political Contributions
Political Activities and Contributions Report

Participating in the Political Process
It is CVS Health’s policy that the CEO and the Board of Directors are responsible for determining the company’s public policy and political interests in a manner consistent with applicable laws. The Nominating and Corporate Governance Committee reviews and considers the company’s policies and practices, including expenditures regarding political contributions and direct and indirect lobbying. It also reviews and considers the company’s policies and practices regarding other significant public policy issues.

Articulating Our Public Policy Principles
Our Public Policy Principles outline the company’s priorities for participating in the public policy sphere. We are committed to addressing health care costs, quality and access because they are essential factors in helping people on their path to better health. To advance our policies, we work with federal and state policymakers, others in our industry, the broader business community, and non-profit and civic partners.

Keeping our Lobbying Activities Focused
Lobbying is highly regulated in the United States, and we comply with applicable U.S. federal and state laws, including the Lobbying Disclosure Act and Honest Leadership and Open Government Act that require reporting on lobbying activities and certification of compliance with Congressional gift rules.

Our Government Affairs team represents the company’s point of view in Washington, in state capitals and with regulatory agencies around the country. We focus on legislative and public policy issues that impact the company’s delivery of health care and long-term business interests. We communicate with policymakers and stakeholders on issues that impact our business, health plan clients and customers. In addition to our efforts to advocate for health care access, quality and affordability, we continued our commitment to address prescription drug abuse in 2017.
Transparency Regarding Political Donations
All of the company’s contributions promote the
interests of the company and are made without regard
to the private political preferences of company officers
and executives. CVS Health is prohibited by federal
law from making corporate contributions directly to
candidates or political parties in federal elections.
We make contributions at the state level as allowed
by state laws, and to other organizations as described
below, in each case in alignment with our public policy
priorities and business interests.

Our Political Activities and Contributions report
discloses all of our political contributions, which may
be made, depending on our priorities for the particular
year, to candidates for state and federal office, political
action committees and entities organized under
Section 501(c)(4) or Section 527 of the Internal Revenue
Code. Note that CVS Health makes contributions
only to those 527 organizations that are campaign
committees or political parties that are regulated by
the Federal Election Commission or state campaign
finance laws, whose transparency rules enable us to
understand how our funds are used.

With respect to 501(c)(4) and 527 organizations, we
disclose amounts paid to advocacy and/or political
purposes for any organization whose CVS Health
contribution is $25,000 or greater.

Disclosing CVS Health Colleagues Political Action
As with many corporations, we offer eligible colleagues
an opportunity to participate in the political process
by voluntarily contributing to the CVS Health Political
Action Committee (PAC). Political contributions to
federal candidates, certain state candidates, political
party committees and political action committees
are made by our PAC. Consistent with federal law,
CVS Health pays the administrative, solicitation and
compliance costs of the PAC. The activities of the
CVS Health PAC are subject to comprehensive
regulation by the federal government and certain state
governments, including detailed registration and
reporting requirements.

Under the Lobbying Disclosure Act of 1995, CVS Health
submits to Congress semi-annual reports, which also
include a listing of the CVS Health PAC’s contributions
to federal candidates. We report these contributions in
the Political Activities and Contributions report on our
website. Included on our website are disclosures of
the contributions the CVS Health PAC also makes at
the state level. We also operate employee-funded
state PACs in Rhode Island and Massachusetts.

CVS Health has a policy governing political
contributions made from corporate and PAC funds to
ensure that all potential political contributions made
by or on behalf of CVS Health or the CVS Health PAC
are reviewed and approved internally for compliance
with all federal, state and local laws, and that all of
the company’s political activities are conducted in
accordance with high ethical standards. This policy
applies to all colleagues of CVS Health, and each of
its subsidiaries and affiliates. CVS Health does not
make any independent expenditures in federal, state
or local elections.

CVS Health requires certifications of compliance
with this policy, generally through the company’s
annual compliance training. Certifications must be
submitted following such training by all CVS Health
representatives and colleagues at the director-level
and above who maintain budgetary authority for
potential political contributions.

CVS Health participates in various federal and state
trade associations or organizations that operate in
support of specific industries. Trade associations
participate in activities such as education, advertising
and lobbying to influence public policy. Many
associations offer other services, such as producing
conferences, networking or charitable events or
offering classes or educational materials. Some
associations also make political contributions or
operate a PAC.

Details regarding CVS Health’s 2017 membership dues
can be found in our annual Trade Association Dues
Report, along with past reports. These reports include
names of trade and industry associations to which
we pay annual total dues of $25,000 or more and the
amount of dues paid. The amount of such dues totaled
$7.5 million from January 2017 through March 2018,
of which approximately $1.9 million was used for
advocacy and/or political activities.

For instance, we participate in the Alliance to Prevent
the Abuse of Medicines, a non-profit partnership of
key stakeholders representing every aspect of the
prescription drug supply chain, to develop and offer
policy solutions aimed at decreasing prescription drug
abuse. We are involved in other initiatives related to
prescription drug abuse as well.

Beginning in 2015, we posted copies of our federal
lobby reports on our website to make the information
more accessible to our stakeholders.
CUSTOMER HEALTH AND SAFETY

GRI 103: Management Approach 2016

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103-3
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GRI 416: Customer Health and Safety

416-1
Assessments of the Health and Safety Impacts of Products and Service Categories
Quality assurance is a mandatory procedure performed by our pharmacists with every prescription filled.


Omissions: The prevention and management of chronic disease is a strategic focus for CVS Health. While we are unable to measure our efforts as a percentage, we continuously monitor and evaluate existing services and develop new services to support patients on their path to better health.

MARKETING AND LABELING

GRI 103: Management Approach 2016

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103-3
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GRI 417: Marketing and Labeling 2016

417-1
Requirements for Product and Service Information and Labeling
To help ensure patient safety, 100 percent of our prescription labels meet both regulatory requirements and our internal standards.

Maintain Focus on Safety and Quality, p. 55–56, 2017 CSR Report

Healthier Product Offerings, p. 48, 2017 CSR Report

CUSTOMER PRIVACY

GRI 103: Management Approach 2016

103-1
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103-3
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GRI 418: Customer Privacy 2016

418-1
Substantiated Complaints Concerning Breaches of Customer Privacy and Losses of Customer Data
Health is everything™