

Employee and Consumer Nondiscrimination Commitments

Consumer Nondiscrimination

At CVS Health our purpose is helping people on their path to better health, and we believe that nothing is more important than the well-being of our valued customers and patients. That's why we work hard to create an environment that fosters diversity across all areas of our business.

We proudly serve all communities, and do not tolerate any practices that discriminate against any consumer. Our focus is on maintaining welcoming and diverse environments for our customers and patients, whether they access our services in person, online, by phone or by mail.

We have firm nondiscrimination policies in place to help ensure that all consumers are treated with respect and dignity, 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.

Profiling or any other type of discriminatory behavior is strictly prohibited. For example, in our retail locations our security policies and practices emphasize the conduct and behavior of the individual shopper and not the individual's identity, appearance or any personal characteristic.

In addition, our formal diversity training helps ensure that all employees understand our policies and our commitment to nondiscrimination and diversity. In the event that we receive complaints from customers or other employees related to alleged discriminatory behavior we investigate it immediately and take action as needed. Employees who violate any of our nondiscrimination policies or our **Code of Conduct** are subject to disciplinary action, up to and including termination of employment.