Better Health, Better Community, Better World.



CVS Health®



At CVS Health®, we have long been focused on improving not only the health of our patients and consumers, but the health of all of the communities we serve. Our corporate social responsibility (CSR) strategy ensures we put our businesses and resources to work—not just at a global or national level, but in tangible ways that make a difference in our communities and people's lives. There is no more pressing issue than fixing what is broken with the U.S. health care system and CVS Health is positioned to lead the change. We welcome the opportunity to work with our partners, shareholders, and other stakeholders. Together, we will deliver better health, all toward better communities and a better world.

– Larry J. Merlo, President and Chief Executive Officer



Our CSR journey is more than a decade in the making. Since publishing our first CSR Report in 2008, we've built our reputation as a leader in corporate social responsibility through business decisions that deliver on our purpose. We are tackling our nation's most pressing public health challenges and investing in increased access to health care at the local level. We are taking an increasingly sophisticated approach to reducing our environmental impact and creating economic opportunity for hundreds of thousands of people, and we have always been focused on building healthier communities while driving healthy growth for our company.

– Eileen Howard Boone, Senior Vice President, Corporate Social Responsibility & Philanthropy

CSR Strategy

Better Health, Better Community, Better World

At CVS Health, we share a single, clear purpose: helping people on their path to better health. As we integrate Aetna® into our enterprise, our innovative new business model will allow us to bring real, meaningful change to the marketplace.

In 2018, we took the opportunity to reframe our CSR strategy to be more inclusive of our broader enterprise and maximize our impact. Our refreshed CSR framework, Better Health, Better Community, Better World, conveys our mission to leverage our scale, expertise and innovative spirit in ways that positively impact all of our stakeholders. It charts our course for the future and focuses in the three key areas:

Building Healthier Communities

Make community health and wellness central to our charge for a better world.

Leading & Inspiring Growth

Leverage the assets, scale and expertise of our business to create economic opportunities and value for employees, customers, suppliers and investors.

Protecting Our Planet

Ensure environmental sustainability is embedded in our approach to business operations and product development.

To ensure accountability for delivering on our strategy, we track our progress against 23 measurable, multi-year performance targets. We continue to work with internal and external stakeholders to deliver on these commitments, identify new opportunities to strengthen our performance and increase transparency.

Building Healthier Communities

At CVS Health, our purpose is helping people on their path to better health — and we've never been better positioned to do so. As we combine with Aetna, we are creating a new, innovative health care model. We are transforming the health care experience and investing in community health at the local level. Through our scale, capabilities and resources — and building on our legacy of community investment — we are making community health and wellness central to our charge for a better world.

2018 Highlights



Increased the number of safe medication disposal sites, adding 750 units in CVS Pharmacy® locations



Committed to transparency for all beauty imagery by the end of 2020, celebrating a more authentic representation of beauty



Brought the Pharmacists Teach Prescription for Parents program to 26 new states, delivering 134 presentations



Introduced MinuteClinic® Virtual Care to provide quality, convenient, and affordable care via a mobile app or desktop computer



Delivered $5.3M in free health care services through Project Health



Provided more than $100 million in philanthropic support to local communities

Leading and Inspiring Growth

As a health care innovation company, the way we do business has far-reaching impacts on the health of millions of Americans and the economic mobility of thousands of communities across the country. As we continue to grow, we are committed to creating value for all our stakeholders, including our shareholders, clients, partners, communities and colleagues.

We are committed to creating a best-in-class and inclusive workplace across our entire supply chain and conducting business with integrity, transparency and accountability. By leading and inspiring growth in every facet of our business, we are positioning our company for continued success and deepening our ability to create positive social change.

2018 Highlights



Created opportunities for nearly 85,000 new colleagues through workforce development programs and other recruiting efforts



Drove a total economic impact of $5.8B and supported 38,000+ jobs through our supplier diversity program



Provided opportunities for 2,800+ youth to participate in myCVS Journey Pathways to Health Care Careers



Enhanced our Board of Directors to include deep insurance company oversight experience by adding four new directors from Aetna



Hired 3,200+ colleagues through our U.S. Department of Labor Registered Apprenticeship program for pharmacy technicians



Achieved nearly 100% colleague review and acknowledgment of our Human Rights Policy

Protecting Our Planet

Protecting our planet is imperative to delivering on our purpose of helping people on their path to better health. Climate change is affecting global health, and we believe we can play a meaningful role in helping to reverse its devastating effects. The latest findings from the Intergovernmental Panel on Climate Change (IPCC) make it clear that bold action is needed today.

We are committed to doing our part, not only because it's our role as a leader in health care, but because doing so also makes us a more innovative organization, and inspires confidence from our investors, colleagues, partners and customers. Year after year, we build on the progress we've made to run our business more efficiently, provide consumers with more sustainable product offerings and ensure a responsible supply chain.

2018 Highlights



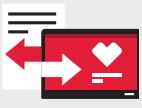
Established science-based emissions reduction targets



Removed oxybenzone and octinoxate from our store brand sun screens with SPF 50 and lower



Developed a new CSR performance target for our fleet to reduce 2.5M empty miles by 2023



Recognized among the top 3% of 5,000 companies as a CDP Supplier Engagement Leader



Audited 500+ printers that produce packaging for our store brands portfolio to understand their sustainability capabilities



Retrofitted 1,740 retail locations with interior LED lighting, saving $7.5M in annual energy costs

Rankings and Ratings

100 Best Corporate Citizens, 2018 (#28)
Corporate Responsibility Magazine

Sustainability Index
Dow-Jones, 6th straight year

Civic 50
List of 50 most community-minded companies in the U.S. Points of Light Institute, for the second year in a row

America's Greenest Companies (#39)
Newsweek's Green Rankings

Learning Elite Silver Finalist (#27)
Chief Learning Officer magazine *Health* for continuously improving the learning and development for our organization and industry

Corporate Equality Index
Human Rights Campaign *Achieved 100% score for fifth consecutive year*

World's Most Admired Companies (#35)
Fortune Magazine

Top 50 Companies for Diversity
DiversityInc

100% Disability Equality Index Score (second year in a row) — Best Places to Work List
American Association of People with Disabilities and US Business Leadership Network

Billion Dollar Roundtable
Joined group that is spending more than $1 billion annually with diverse suppliers

#1 Top Companies for Supplier Diversity
Recognized by DiversityInc for our focus on expanding our engagement of minority- and women-owned businesses in our supply chain

For additional information, please contact Joanne Dwyer, Senior Director, Corporate Social Responsibility, at Joanne.Dwyer@CVSHealth.com

CVS Health®