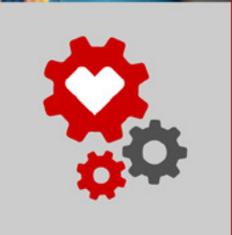
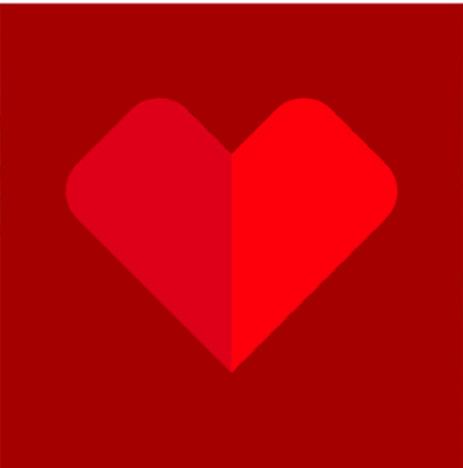
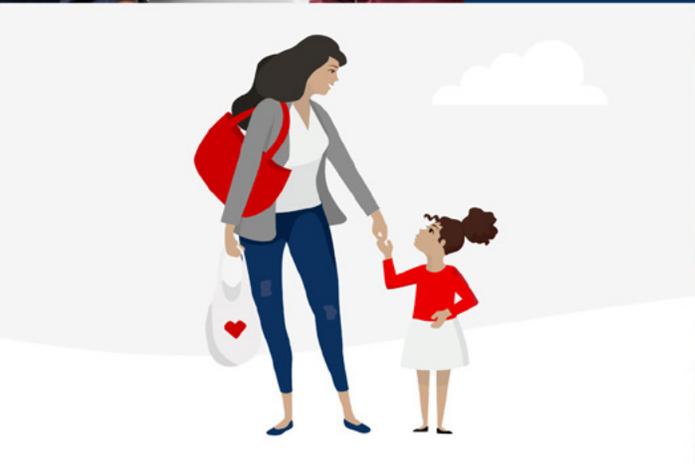


Healthier Happens Together™

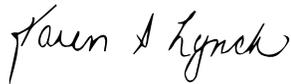


Dear stakeholders,

Our 15th annual Environmental Social Governance (ESG) Report reflects how CVS Health® is reimagining the health care experience by bringing our heart to every moment of your health. In a rapidly evolving environment, we remained unwavering in our commitment to advancing health equity and accelerating our progress on ESG priorities. This includes our commitment to reducing our environmental impacts because we know the health of the planet is inextricably linked to the health of all people.

Our work to build a *Healthy 2030* would not be possible without the drive and heart of our approximately 300,000 colleagues. We welcome the opportunity to collaborate with our stakeholders to achieve better outcomes for the people and communities we serve and the planet.

Sincerely,



Karen S. Lynch
President and Chief
Executive Officer

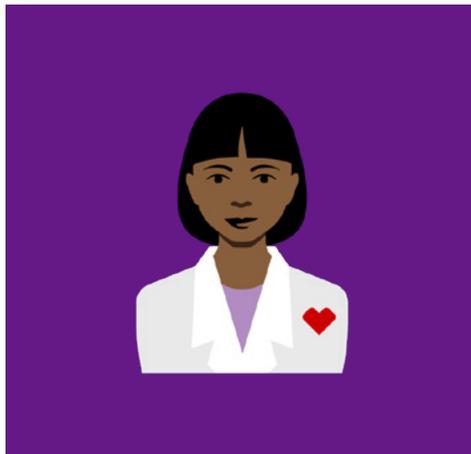
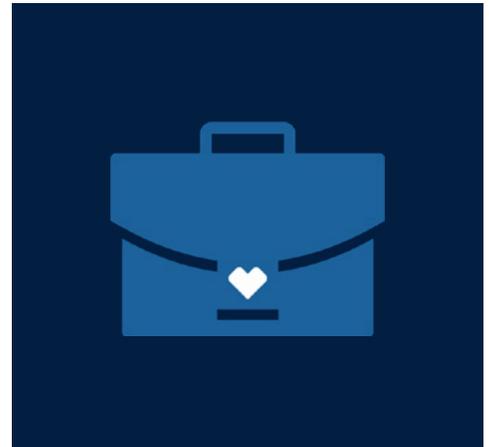


David W. Dorman
Chair of the Board



Healthy 2030

At CVS Health, we are guided by our purpose: bringing our heart to every moment of your health. Our *Healthy 2030* ESG strategy reinforces our commitment to impacting the health of the people and communities we serve, our business and the planet. Across each pillar we've set bold long-term goals to hold ourselves accountable to building a healthier and more equitable future.



Healthy People

Provide 65 billion health care interactions to individuals

Healthy Business

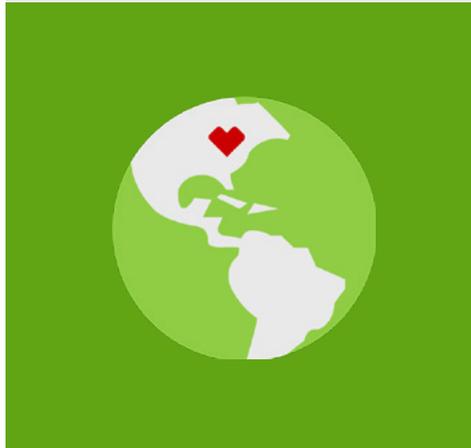
Invest \$85 billion in inclusive wellness, economic development and advancement opportunities

Healthy Community
Commit more than \$1 billion in social-impact investments to build healthier communities



Every two years, we carry out a full prioritization assessment to better reflect our growing business, strategy and stakeholder expectations.

CVS Health's ESG priority topics represent the areas in which the company has the most significant economic, environmental and social impacts, as well as the topics that most influence the decisions of our stakeholders and our governance over our priorities. In 2021, we conducted a comprehensive ESG prioritization assessment in accordance with the Global Reporting Initiative (GRI) Standards.



Healthy Planet

Reduce our environmental impact by at least 50 percent

To view our priority topics and how we define them, see our [ESG Report Appendix](#).

Highlights



Healthy People

The 2021 Health Care Insights Study, a survey by CVS Health of **1,000 consumers and 400 providers** on the state of health care, revealed that the COVID-19 pandemic has led many people to pay greater attention to their health. Consumers are seeking health care that offers a more engaged approach and a more personalized experience.

The majority of survey respondents said the cost of health care is the leading obstacle to staying healthy — particularly for younger people, who were more likely to say they delayed care because of the cost. In 2021, **our cost-effective and flexible tools, services and support helped those we serve unlock savings and take greater control of their health care.**

To reduce long-standing health disparities, we are committed to reducing the inequities that drive unequal health outcomes — especially in **underserved and at-risk communities**. Across our enterprise, we took steps to integrate culturally competent care into the design and development of new population health initiatives, products, services and communications.

- **32M+** COVID-19 tests and **59M+** COVID-19 vaccine doses provided
- **\$185 million** invested in affordable housing projects
- **300+** new HealthHUB® locations
- **40M** unique digital consumers



Healthy Business

We are committed to addressing systemic racial injustice and its root causes when and where we can. We took steps in 2021 to **address longstanding health inequities, create an inclusive and empowering workplace** and set the standard among the corporate community for diversity, representation and governance.

Our commitment to recruit and hire the best talent is supported through training, development and opportunities for advancement to positions of leadership and responsibility. In 2021, our colleagues engaged in more than **15 million hours of training and development, including compliance training and a new DevelopU leadership development course and supported 89,000 colleagues as they grew their careers** by taking on new roles.

Seeing the opportunity to support one another more deeply, colleagues formed the **Mental Well-being CRG** in July 2021 as a safe place to bring discussions of emotional health and wellness. By the end of the year, membership grew to more than **1,700 colleagues**.

- **70%+** of colleagues are women and 48%+ of colleagues identify as racially diverse
- **26K+** colleagues participate in Colleague Resource Groups
- **\$3.5B+** spent with small businesses and diverse suppliers
- Committed to increasing hourly minimum wage across enterprise to **\$15** an hour by July 2022

Highlights



Healthy Community

Our new Health Zones initiative, launched in **five communities in 2021** with concentrated key investments within specific ZIP codes, **targets a range of factors that lead to health disparities**. Health Zones will tie together our commercial presence, strong community partnerships and existing investments in a comprehensive, integrated approach to **address these communities' most pressing health challenges**.

In 2021, our colleagues put their heart into the causes they care about, donating more than **\$2.5 million in value of volunteerism** by giving their time and talents in the communities we

serve. To help them lend even more support to the causes they care about, the CVS Health Foundation provided nearly **\$500,000 in grants** to the organizations our colleagues volunteered or raised funds for.

- **\$240M+** in philanthropic support
- **159M+** meals provided for people who are food insecure through Feeding America
- **\$4.6M+** of free medical services provided through Project Health
- Named to **244,100 50** list of America's Most Community-Minded Companies



Healthy Planet

CVS Health was named to the **2021 S&P Dow Jones Sustainability North American Index** for the ninth consecutive year and to the **Dow Jones Sustainability World Index** for the third consecutive year in recognition of our ongoing commitment to best practices in managing our environmental impact. **CDP** also recognized us on its **Climate A-list** and as a **Supplier Engagement Leader** for the third year in a row.

We continue to make substantial progress in advancing our sustainability strategy and are proud to be one of the first companies to have our net-zero targets validated by the Science-Based Targets Initiative's net-zero methodology. We've set a goal to **reduce our overall environmental impact by at least 50 percent by 2030 and achieve net-zero emissions by 2050**.

In 2021 we joined forces with the **World Wildlife Fund** to complete an audit of plastic packaging within our Store Brand product portfolio and set the path for our **sustainable packaging roadmap to reduce our impact** while offering innovative products to our customers. In our operational facilities, including our distribution centers, we are also actively engaging with suppliers to identify options to reduce unnecessary packaging in items we receive.

- **33,500 MWh** of energy saved through efficiency programs to reach our goal to achieve net zero emissions by 2050
- **70%** reduction in paper use through digital offerings
- Diverted **50%** of all waste to recycling or reuse
- Eliminated **500K** in empty miles through backhaul program so our trucks never travel without purpose

**Healthier
Happens
Together™**