

Welcome Guide

New colleague onboarding



A quick note before you get started

The contents of this New Hire Welcome Guide are current as of the date published, but the Company may change its guidelines, policies, practices, working conditions or benefits described here at any time, with or without notice to the colleague. Colleagues should look to the Company's Policy and Procedure Portal for the most updated policies, and more information can also be obtained from a colleague's supervisor or from the Colleague Relations Department.

This publication provides a brief overview of company benefits and is for informational purposes only. If there is any difference between this publication and plan documents, the official plan document will govern. CVS Health reserves the right to amend, modify or terminate all or part of its benefit plans at any time. This description is not an employment contract or any type of employment guarantee. Colleagues may need to satisfy certain eligibility requirements to participate. Union colleagues are not covered unless their collective bargaining agreement specifically provides for a benefit therein.

Also, no statement in this packet is intended to be, or shall be considered, a binding contract between the Company and the colleague. The Company employs individuals on an "at-will" basis (except for those covered by a written employment contract), which means that the employment may be terminated by the colleague or the Company at any time, with or without notice or cause, and for any lawful reason. This document does not modify the at-will relationship in any way. Lastly, nothing in this document is intended to, or shall be understood to, interfere with or limit any colleague's rights under federal or state law, including but not limited to, the right to engage in protected, concerted activity under the National Labor Relations Act.





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Welcome! We're glad you've joined us. The benefits of being a colleague at CVS Health are much more than your paycheck.

We offer Total Rewards that are competitive, affordable and fair for our nearly 325,000 colleagues. These rewards are part of our mission to be health care innovators and reflect a major company investment in our most important asset – you.

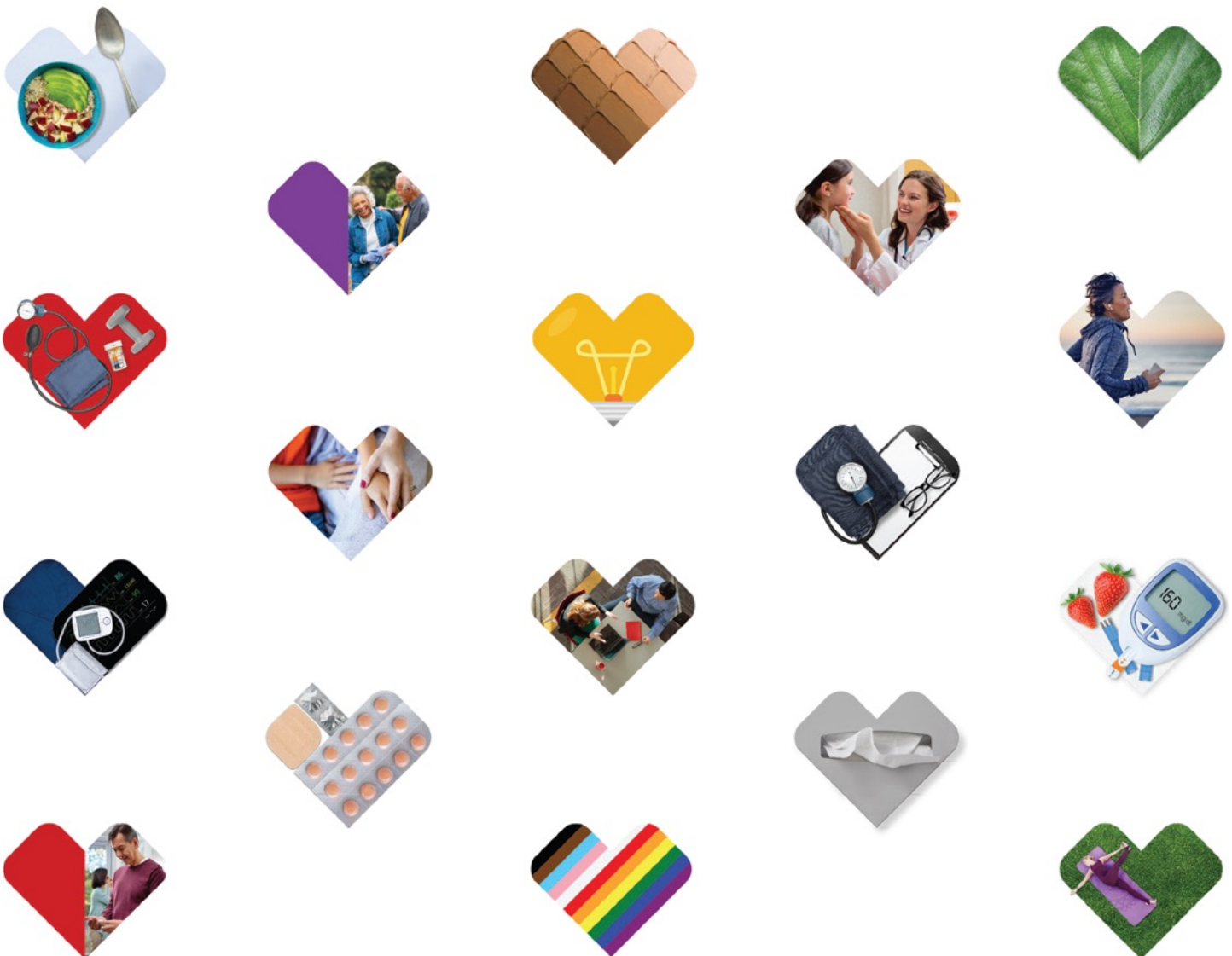
In this guide you'll find details on what benefits are available to you, and how to access them. You'll also find useful information to help you get started including how to share your voice with our company's leaders and where to locate important resources to get your job done.

At CVS Health, every single action you take, big and small, makes a difference. Everything you do helps us on our journey to become the leading health solutions company.

Our bold vision is clear: Health care that is simpler, more accessible, more affordable, more convenient, and more personal – with better health outcomes for all. We couldn't be more excited to join forces and work toward this goal with you.

Bringing our heart to every moment of your health™

Our purpose inspires us and guides how we work together at CVS Health. We want to bring our hearts to every moment – whether it's collaborating, supporting each other or serving our communities.



What is Heart At Work®?

Heart At Work is our mantra – it provides every colleague at CVS Health with purposeful and observable actions to guide how we transform health care.

As a CVS Health colleague, you are central to building a positive culture – from how we treat each other, to responding to our customers' needs and serving our communities.

Defining these behaviors provides clarity and empowers you to confidently work independently and within your team. These behaviors provide a sense of unity and belonging for all.

Integrating the behaviors into the fabric of who we are enables us to achieve our purpose of bringing our heart to every moment of your health.

With this approach, the relationships we form with our customers – and one another – will become stronger than ever before. And we do it all with heart, each and every day.

HeartAtWork Behaviors™

Put people first

We are customer obsessed. We walk in others' shoes to improve the customer and colleague experience. We create an engaging and inclusive work environment where our colleagues reflect the diversity of our customers.

Rise to the challenge

We boldly innovate to care for our customers. We act swiftly and adapt to feedback. We think big and are willing to take smart risks to innovate. We welcome different points of view and learn from mistakes.

Join forces

We unite around our goal of serving the customer. We work across teams to provide the best care possible. We listen and learn from each other. We are conscious of our impact on customers, colleagues, and the company.

Create simplicity

We design for our customers. We continuously simplify by removing extra steps and innovating to create streamlined solutions. We focus on what matters most to our customers and empower those colleagues closest to the work to make the right call.

Inspire trust

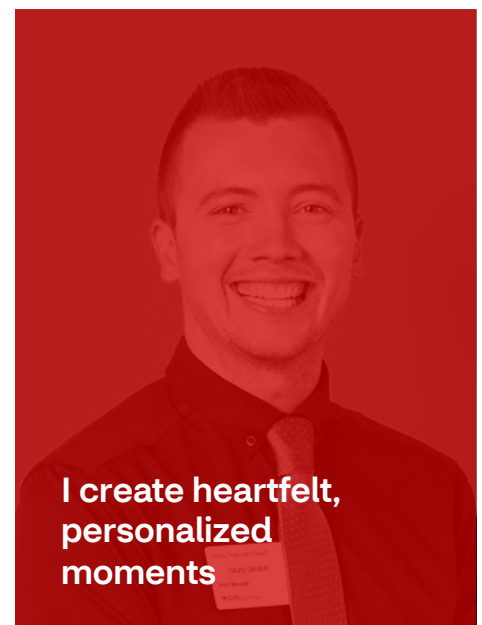
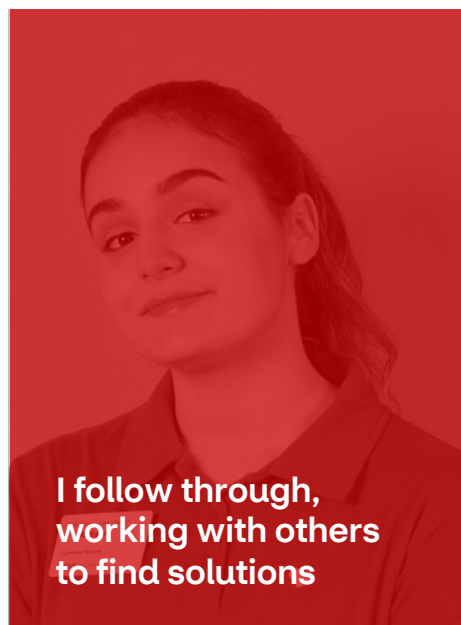
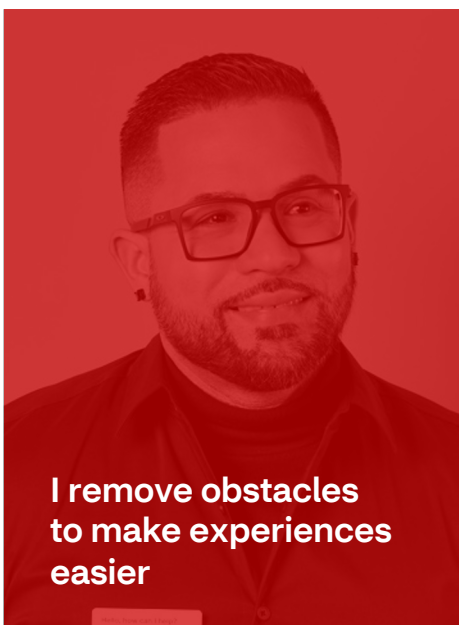
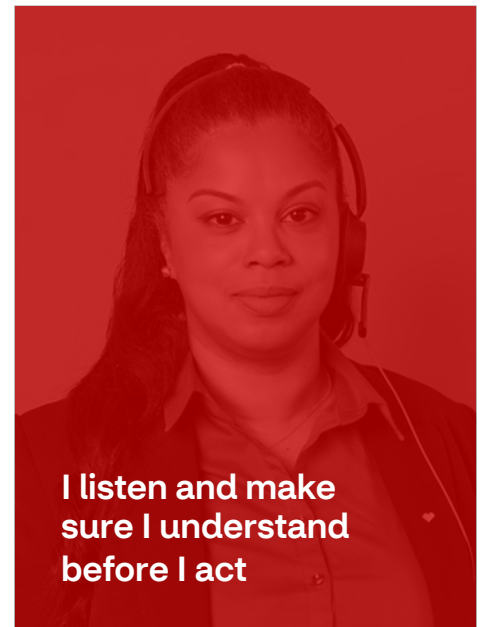
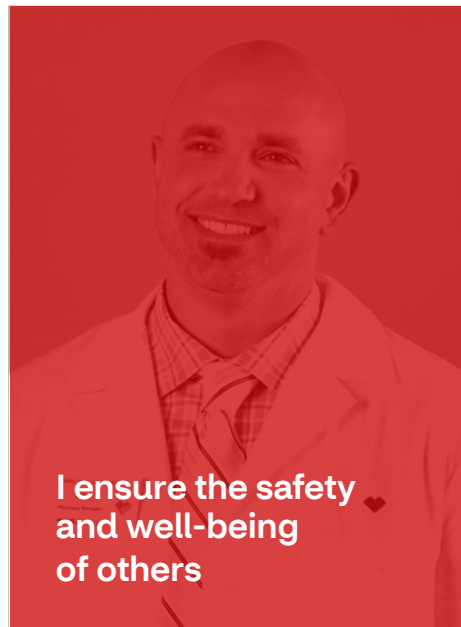
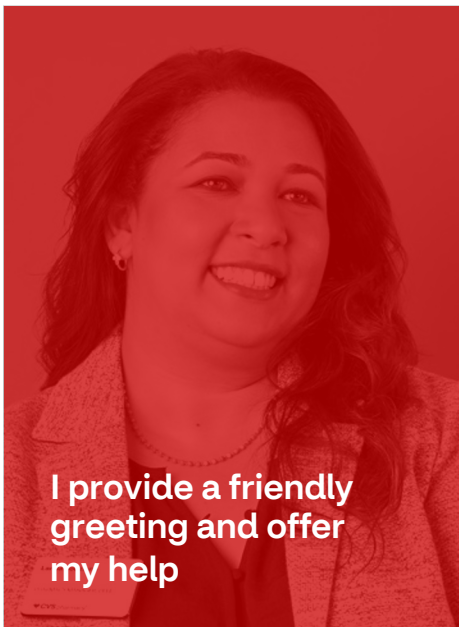
We work to earn the trust of our customers and colleagues by meeting our commitments and acting with integrity. We bravely do the right thing, even when it is hard. We speak up to challenge ideas and do so with heart.

Champion safety and quality

We are relentless in our pursuit of the safest and highest quality care. We know that to keep patients and consumers safe, our colleagues must also feel safe and protected. We ensure safety is at the heart of every decision we make and everything we do.

HelpingWithHeart is how we show up in every service moment

Being the most consumer centric health and wellness destination comes to life when you feel inspired to deliver on our purpose. Our behaviors and actions create a uniquely CVS Health experience, inspiring us all to help with heart.



Access your compensation statement at myHR.cvs.com

The work week for nonexempt (hourly) colleagues is Sunday to Saturday and nonexempt colleagues are paid bi-weekly. Direct deposits are posted to the account on file for availability the Friday following the pay period.

Exempt (salary) colleagues receive 24 equal paychecks per calendar year paid twice each month on the 15th and last business day. If either of these days falls on a weekend, pay is posted the Friday before.

A bi-weekly pay period

begins on Sunday and ends on the second Saturday every 2 weeks.



CVS Health provides meal breaks

and rest periods for colleagues who work shifts that exceed a certain number of hours per day. In general, the CVS Health Meal Break and Rest Periods policy defines these based on the criteria below. Requirements may vary depending on state laws.



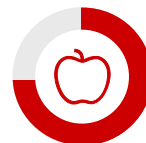
0 to <4-hour shift

No meal break or rest period



4 to <6-hour shift

No meal break, 15-minute paid rest period



6 to <8-hour shift

30-minute unpaid meal break, 15-minute paid rest period



8+ hour shift

30-minute unpaid meal break, 2 15-minute paid rest periods

To waive a meal break, colleagues must complete a form in myHR. Leaders may override a colleague's decision to complete a waiver and instead require the colleague to take their intended break.

Find pay and holiday calendars at colleaguezone.cvs.com/cz > HR > Time Keeping.

CVS Health offers a variety of colleague resources and discount programs.

30%

discount on CVS Health brand products



20%

discount on in-store and CVS.com purchases*



Save more of your money

Your colleague discount applies to merchandise purchased by you for use by members of your household, or for gifts. You must present the key tag to receive the discount or leave the tag at home and download the CVS Health app on your mobile device instead.

The Discount Center from the Benefit Extras website gives you access to hundreds of brand-name retailers and local merchants to help stretch your budget on hotels, travel memberships and much more.

While Purchasing Power (available through Benefit Extras**) is not a discount program, it can help you buy things you need when cash or credit is challenging. Get your product immediately and pay directly from your paycheck over time.

Learn more at benefitmoments.com via the My Work/Life tab and visit cvshealthbenefitextras.com.

*Sales and discounted merchandise, milk, bread, alcohol, gift cards, lottery tickets, money orders, prescriptions, postage stamps, prepaid cards, at-home COVID-19 test kits, newspaper, magazines, iPad, Lookbook, and Netbook are excluded.

**Must be 18 years of age or older, work 12 or more hours per week, have 1 year of service and an annual salary of \$16,000. Must also have a bank account or credit card (in case of non-payment).

Take care of future you

Reaching your financial goals takes planning. Learn what the CVS Health Future Fund 401(k) Plan can do for you. You're eligible to participate the first of the month following your date of hire if you are at least age 18 and in an eligible colleague classification.*

Connect with Future Fund



Online

colleaguezone.cvs.com/cz > HR > Retirement or access directly at vanguard.com/retirementplans. Use your plan number to register for the first time: 092038.



By phone

888-694-7287 to speak with a Future Fund associate, available Monday through Friday from 8:30 a.m. to 9 p.m. ET (excluding holidays).

*Refer to the Summary Plan Description (SPD) for additional information on eligibility. Your Future Fund contributions are made through payroll deductions.

Generally, you may elect to contribute up to 75% of your eligible pay (in multiples of 1%) to the plan on a 401(k) (pretax) and/or Roth (post-tax) basis, up to the annual limit set by the Internal Revenue Service (IRS).

The CVS Health Employee Stock Purchase Plan (ESPP) allows you to purchase CVS Health common stock at a guaranteed discount with no broker fees. You are eligible to participate at the beginning of an offering period if you have been continuously employed by CVS Health or any designated subsidiary for 90 days (and are actively employed during the 2 months before the beginning of the offering period).

Your ESPP discount will never be less than 10% off the closing price of the CVS Health common stock on the day it is purchased, but it can be greater. At the end of the offering period, CVS Health compares the closing price on the first and last business day of the offering period. Then, the 10% discount is applied to the lower of the 2 values – this is the purchase price.

Enroll in the ESPP



Online

benefitmoments.com via the My Financial Security tab or access E*TRADE directly at etrade.com.



By phone

888-694-7287 or call E*TRADE at **800-838-0908** 24 hours a day, Monday through Friday.

Unlock your full potential

Lifelong learning support for you, plus help for your family's education.

The Colleague Education Program

(CEP) offers annual reimbursement up to \$3,000 for pre-approved degree-based programs or up to \$1,500 for job-related courses.

It covers tuition, fees, textbooks, and other eligible expenses. If you are regularly scheduled to work less than 30 hours per week, you are eligible after 90 days of service.

EdAssist Education Partnerships

offers access to over 230 schools that provide tuition discounts, waived fees and other benefits.

Access the full list of schools on the EdAssist website at brighthorizons.com/edassist-solutions.

Colleague Education Partnerships

provide opportunities to pursue education goals with little or no out-of-pocket cost. It's a degree for free!

Select education partners include Colorado Technical University, Strategic Education Inc. (includes Sophia, Capella and Strayer University), and University of Arizona Global Campus.

See the full list of offerings at benefitmoments.com via the My Financial Security tab > Colleague & Family Education Support.

Student Loan Support

and refinancing is available through Citizens or Laurel Road for you, your spouse or partner and your dependent children at a lower interest rate.

Access Citizens directly at citizensbank.com/CVSHealth. Access Laurel Road directly at sl.laurelroad.com/client/cvs-health.

\$3,000

reimbursement per year for degree-based programs*

\$1,500

reimbursement per year for job-related education*



We're committed to helping you balance your work and family responsibilities

Paid Parental Leave for eligible full-time colleagues provides 4 weeks of paid leave for new baby bonding, a newly adopted child or a child newly placed through foster care. The job-protected leave can be taken within a 12-month period measured from the event date and is available after a one-year waiting period post hire.

Learn more at benefitmoments.com via the My Work/Life tab > Family and Leave or call Colleague Zone at 888-694-7287.

4 weeks

Paid Parental Leave at 100% base salary for eligible full-time colleague baby bonding

\$10K

Family Building Assistance potential reimbursement per year for eligible expenses

5 uses

Bright Horizons Back-Up Care per year with flexible options to support gaps in family care

Maven Family Benefits can help offset your costs and provide support whether you're trying to conceive, already pregnant or looking to adopt.

You and your spouse or partner are eligible if you (the colleague) are eligible for medical benefits.

You may qualify to be reimbursed up to a total of \$10,000 per year for eligible expenses including adoption, surrogacy, and doula services.

Learn more at mavenclinic.com/join/CVSHealth, download the app or email support@mavenclinic.

Bright Horizons Back-Up Care is available for all colleagues on date of hire and can help address gaps in family care with flexible options.

Visit backup.brighthouse.com to register and reserve care today.

Colleague Family Planning and Essentials Discount allows colleagues eligible for employee discount to purchase several items for \$5 each plus tax each quarter including condoms, pregnancy test kits and emergency contraception. Learn more at benefitmoments.com.

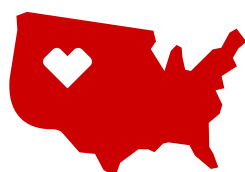
Total Rewards that help you and your family live well

Colleagues can begin participating

in the benefit programs for which they are eligible on the first of the month following the date of hire.

Your spouse or partner, children under age 26, and disabled adult children age 26+ are all eligible dependents. You may be asked to submit documentation to enroll eligible dependents. You can choose coverage for yourself only, you and your spouse or partner, you and your children, or you and your family.

Colleagues who work less than 30 hours each week are eligible for select benefits including Fixed Indemnity Plan, Supplemental Health, Dental and Vision, Life Insurance, 401(k) and more.



Our benefit plan year is June 1 through May 31.

Supporting you is what we're all about

Your Total Rewards are adaptable, flexible and able to support you through a variety of circumstances, whether personal or professional, internal or external.

They support four dimensions of well-being to help you achieve your goals: physical health, emotional health, financial security, and community.

Looking for a good place to get started

Check out benefitmoments.com for a customized experience. Update your Preferences to learn about your benefits based on your geographic location and weekly hours worked.

Let's get personal

Log into Colleague Zone > HR > Benefits to enroll in benefits and see personalized benefit information, tools and resources.

Experience CVS Pharmacy anywhere, anytime with our integrated CVS mobile app.

3 easy ways to download and countless features to enjoy:



Make your pharmacy visit easier



Shop online for your favorite products



Access your ExtraCare rewards



Stay up-to-date on vaccines

Text

Text 'App' to CVS-APP (898-287) then tap the link to open the App Store or Google Play

Scan

Scan the QR code then tap App Store or Google Play



Visit

Visit cvs.com/mobile-cvs/apps to get to the site then tap App Store or Google Play

Shop with convenience and save in more ways by linking your employee ExtraCare card to the app to access Deals & Rewards. Once linked, use your app barcode as your ExtraCare card! Find your favorite health, beauty and household products, and order online directly from the app.

Quality, affordable healthcare when you need it. Plan a MinuteClinic visit either in person or via telehealth. Get your free annual health screening and take advantage of over 125+ services for everyday and ongoing conditions.

Make your pharmacy experience easier with a linked account. You can easily manage prescriptions and preferences for you and your family. Save time by submitting refills from anywhere, viewing real-time prescription status, opting for delivery and more. Utilize the barcode scan feature for faster pickup.

Stay up-to-date on vaccines and remain protected. Schedule immunizations for you and your whole family on the app to ensure a convenient vaccine experience.

Choose the plan that's best for you

The Health Savings Plan (HSP)

options pay 100% (before deductible) for in-network preventive care such as regular checkups, generic prescriptions and insulin on the HSP Preventive Therapy Drug List, and oral and injectable diabetes drugs and supplies. You'll pay 50% and CVS Health pays 50% after the deductible for out-of-network preventive care.

Hybrid Plans provide in-network coverage only. You pay only copays for many non-preventive medical services; preventive care is covered at 100%. Because the deductible and out-of-pocket maximum are a combined amount, once you meet your deductible, your out-of-pocket maximum is also met, and CVS Health pays 100% of the cost of covered services.

The Direct Access Plus Plan option is a direct primary care membership available in certain ZIP codes in the New York metropolitan area only.

You can choose from three dental options.

Aetna Basic Dental PPO which covers basic restorative and preventive dental services only, Aetna Enhanced Dental PPO which covers basic restorative, preventive and major dental services and orthodontia, or Aetna DMO® which is like the enhanced option using DMO network dentists only.

You can choose from two vision options.

Aetna Preferred Basic Plan and Aetna Preferred Enhanced Plan. Both plans offer the same broad network of providers and coverage for the same services. You determine which level of coverage is right for you and your family.

Learn more about medical, dental and vision at [benefitmoments.com](https://www.benefitmoments.com) via the My Health tab.

Speak with Financial Finesse

at 866-291-7134
to explore how
your medical plan
options work.



Programs that help you be your best you

It's your time to Thrive! Manage your stress, sharpen your focus, strengthen your connection with others, and improve your well-being. Download the Thrive mobile app or visit app.thriveglobal.com. Use work email (if you have one) and select **CVS Health/MinuteClinic** then enter code **cvshealth**. Friends and family can join using their personal email and group code: **community**.

Daylight is a confidential, clinically proven app that can help you take control of anxiety. Start with a short assessment, then you can personalize your experience. Get started at trydaylight.com/cvs.

*For some resources and all rewards, you must be enrolled in a CVS Health-sponsored medical plan.

With Sleepio you can learn your sleep score, get tips and use the digital sleep improvement program. Start today with a quick assessment at sleepio.com/CVS to unlock personalized tips for better sleep.

myStrength offers tools to improve your emotional health and help you overcome depression, anxiety, stress, and substance misuse. Visit resourcesforliving.com/cvshealth or call 800-789-8990 for 24/7 support.

Take care of back or joint pain with Hinge Health. Call 855-902-2777 or visit hingehealth.com/mycvshealth to sign up for free digital programs.

Gympass: one membership, no sign-up fees or commitments. Pick a plan and visit any gym in that network. Join at gympass.com/us/cvs-us or call 866-642-7917. You can cancel anytime, free of charge.

My Well-being programs are open to all colleagues and family members* at low or no cost, based on eligibility. Learn more at benefitmoments.com > My Well-being tab.



Resources for Living (EAP) provides a wide range of no-cost, confidential services:



Personal



Financial



Childcare resources



Legal



Eldercare resources



Worklife services

24/7

Confidential support including telephonic consultation and short-term counseling

10 free

Private counseling sessions (in person or tele-video) per issue, per plan year

365

Unlimited text, video, and audio Talkspace chat therapy messages per week*

All CVS Health colleagues and household members including dependents up to the age of 26 are provided with a wide range of no-cost, confidential services including unlimited, 24/7/365 telephonic consultation and short-term counseling with experienced, licensed professionals, through the Aetna Resources for Living network.

Get up to ten free private counseling sessions (in person or tele-video) per issue, per plan year with local Resources for Living providers.

Prefer chat therapy? Talkspace is an online therapy chat platform also available through Resources for Living. Staff is always on hand to provide consultation, resources and referrals to support you and your household members for your needs.

Learn more about Resources for Living (EAP) at benefitmoments.com via the Work/Life tab or call **800-789-8990** to set up a personal account.

*One week of Talkspace chat equals one of the ten no-cost counseling sessions. You can also schedule up to ten live video sessions with a Talkspace therapist. One live video session equals one of the ten no-cost counseling sessions.

Connect with others in a meaningful way

Colleague Resource Groups (CRGs)

are voluntary, colleague-led organizations that encourage personal and professional development, promote diversity and serve as a resource to CVS Health.

Members of CRGs often share a common affinity such as ethnicity, gender, cultural identity, focus or constituency. Our enterprise network of CRGs benefit both group members and the company. CRGs encourage members to participate in meetings, events and activities that advance the company purpose, strategy, value and support our communities.

Belonging to a Colleague Resource Group offers an opportunity to learn about different areas of the business and work with or be exposed to senior leaders. Join today to connect with colleagues who share similar skills, backgrounds and interests.

Learn more and sign up today at benefitmoments.com > My Well-being > Social.



Join any CRG as a member or an ally



Members receive communication specific to the group and the overall CRG Program. Allies stand up in support of people of another affinity but do not self-identify with the affinity they champion.

Balance your work and personal life

Bringing your best self to work

means taking time to unplug.

Vacation is provided to eligible store colleagues each calendar year.

Vacation is allocated, accrued, and able to be taken in the same calendar year between January 1 (or the eligibility date for new colleagues) and the end of the payroll year (this date changes each year, check on Colleague Zone). The total amount of time that can be accrued is based on your Benefit Service Date. State or locally mandated paid sick leave may also be available in your area.

After the first six months of employment

and with prior approval of your supervisor, you may use vacation time in advance of it being accrued during that calendar year. Vacation allocations are based on the criteria below.



6 months to 3 years
Up to 2 weeks



4 years to 13 years
Up to 3 weeks



14+ years
Up to 4 weeks

If you end the year with a negative vacation balance, then your total annual vacation allocation for the following year (i.e., the maximum amount you could accrue) will be reduced by the negative balance.

You are responsible for requesting vacation in advance, according to applicable laws, guidelines or the direction of your supervisor.

Find policy information and payroll calendars at colleaguezone.cvs.com/cz > HR > Time Away.

*Employment must be continuous and active.

Vacation is not accrued when a colleague is in an inactive status for more than 35 consecutive calendar days. For full terms and conditions, refer to the PTO/Vacation Policy for CVS Health.

Colleagues accrue vacation

on the first of the month following six months of employment.*



Time away from work when you need it most

CVS Health offers a variety of time-off policies to meet your needs.

If you are a full-time colleague with one year of service welcoming a child through birth or as a new adoptive or foster parent, you can receive up to four weeks of leave with pay.

In the unfortunate event of death in your family, you can receive time off with pay to attend the funeral, memorial or other related ceremony.

The company observes several federal and state holidays each year. Holiday observances are posted at your work location and may vary by state. If you are called to serve on a jury, you'll receive time off with pay.

CVS Health follows the Uniformed Services Employment and Reemployment Rights Act (USERRA). In addition, the company provides for supplemental pay up to five years equal to the difference between what you earn while serving or training and what you would earn at CVS Health.

myTime is a separate program for salaried colleagues and consists of a bank of vacation, personal, CME and sick days that eligible salaried colleagues can use to take time away from work.

Annual myTime allocation is determined at the beginning of each year based on your benefit service date and job grade. myTime accrual is based on the criteria below.



0 to 2 years

Up to 16 days or 128 hours



3 to 9 years

Up to 21 days or 168 hours



10 to 19 years

Up to 26 days or 208 hours



20+ years

Up to 29 days or 232 hours

You are responsible for tracking myTime usage accurately and promptly – within the pay period it is used – using Colleague Zone or the designated tools on Workday (managers and educators only).

Learn more at colleaguezone.cvs.com/cz > HR > Time Away and visit benefitmoments.com > My Work/Life tab.

Manage your schedule on the go with the Employee Self Service (ESS) app*



Update your availability



Advertise a shift



Pick up an open shift



Swap your shift



Request time off



Set up notifications

Download

Search for ESS 41 - Reflexis One in the App Store or on Google Play

Scan

Open the app first, then scan the QR code one-time only



Launch

Sign in with your EEID and password to begin setting up your profile

The Employee Self Service (ESS) app is available for download on your personal device with QR code, and you can access it while in store on a workstation or mobile device.

Log in weekly to see your schedule or your store calendar, pick up an open shift at your store or alternate work locations, swap shifts with another colleague or advertise your shift, and review the status of time off requests or submit new ones to your manager for approval in mySchedule.

You can also change your availability, update your contact information, and set your notification preferences. If no availability is listed or updates are needed, tap + to submit an update.

Contact the Retail Store Support Center HelpDesk at **866-528-7272** for technical questions and support. Make sure your phone's location services are enabled for the ESS app.

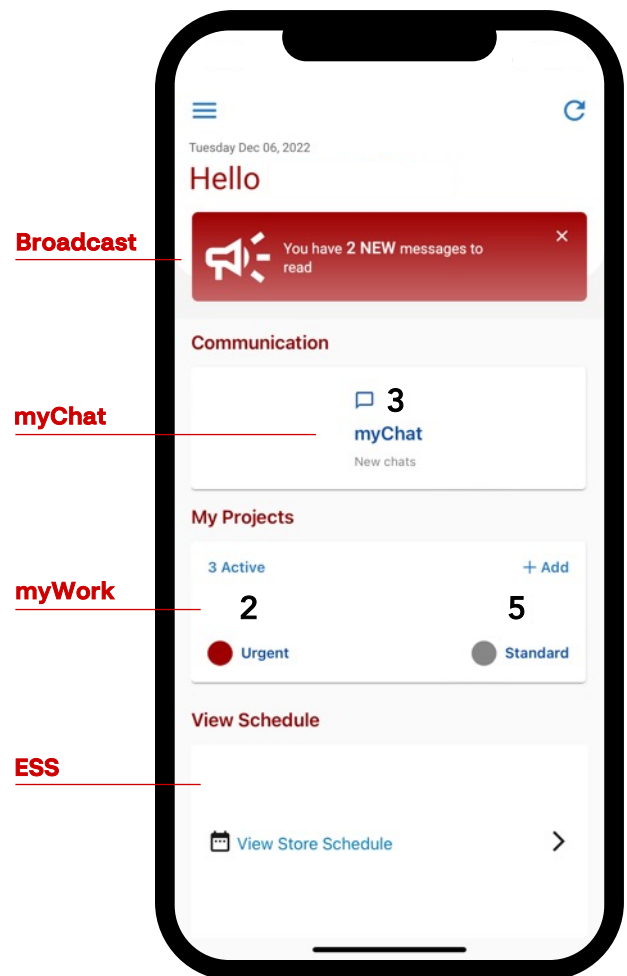
*Access to ESS is recommended in-store during your scheduled work shift. Use of the ESS app on your personal device is voluntary and not available in all states. Ensure schedule changes, requests and additions are communicated to your manager.

The power of communication is in the palm of your hands

Start your day with myDay. myDay is an in-store mobile communication app that connects you to your colleagues, your manager, and senior leaders at CVS Health. As soon as you clock in, grab a store mobile device and keep it close so you can stay up to date on messages and urgent notifications that guide you to areas that require your action.

myDay is your connection point and makes it easy for you to focus your attention on consumers and patients. From the dashboard, you can launch each of the applications: myWork, myChat and Employee Self Service (ESS) or mySchedule (managers only). You can also access each of these applications individually on an in-store workstation.

Contact the Retail Store Support Center HelpDesk at **866-528-7272** for technical questions and support. Excluding ESS, myDay is not available on personal devices at this time.



Broadcast messages are important – check these first. **myChat** connects you to other colleagues in your store, your market, and the company. **myWork** is where you can find the information you need to get your job done. And **Employee Self Service (ESS)** is where you can manage your schedule.

Your safety is our top priority

When emergencies occur it's critical to have the most accurate personal and emergency information on file in Colleague Zone.

Personal contact information may be used by CVSAlert, our emergency notification system, to provide you with important updates during urgent situations like natural disasters.

Emergency contact information may also be used to ensure your safety if you are unreachable.

Include at least one personal contact method: email, mobile or home phone. If your mobile number is listed as your home phone, include your mobile number again as 'Mobile' to ensure you receive text messages.

Learn how to update your contact information in colleaguezone.cvs.com/cz > HR > My Information.

Setting up your My Password

account allows you to change your password or unlock your account from all store and personal devices. Keeping your password current ensures you can access important resources like Colleague Zone.



Visit mypassword.cvs.com and enter your 7-digit employee ID number



Create security questions and answers then ensure the correct email is entered



Set a 4-10-digit pin (all numeric) to complete the password enrollment

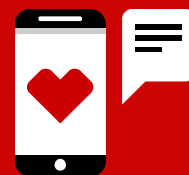


View the My Password homepage where you'll be routed for future log-ins

Use the My Password homepage to change your password, unlock your account and update your pin.

Visit mypassword.cvs.com or call My Password IVR at **855-287-4799** if you need additional support.

In an emergency, dial 911. Following any call to 911, and once it's safe to do so, call the 24-hour **CVS Health Safety Hotline at 888-464-2960** and contact your leader.



CarePass is a paid membership program with a variety of consumer benefits.

Colleagues earn \$3 for every enrollment in 3 easy steps:



Consumers must have a valid email address and ExtraCare card. You can enroll them in ExtraCare and CarePass in the same visit.



Select a monthly or annual membership type. Monthly members receive their first month free and annual members save \$12 a year.



Enter the consumer's information including a valid credit or debit card. Cash, checks and other payment types are not accepted.

20%

CVS Health brand products discount plus a \$10 monthly promo thank you reward

FREE

Same-day prescription delivery, and free 1-2-day delivery from CVS.com

24/7

Access to pharmacist helpline supported by pharmacists and technicians

Enroll today! Consumers and colleagues are eligible for this benefit.

Ensure consumers know this is a paid membership program: \$5 monthly or \$48 annually. Each consumer may only enroll in one CarePass account; using fake names and multiple email addresses is prohibited.

Colleagues are responsible for following all CarePass guidelines. Intentionally violating the rules to earn additional incentive payments is subject to disciplinary action, up to termination of employment.

All non-exempt (hourly) colleagues are eligible for the \$3 incentive and can earn it on each qualifying new enrollment and reenrollment successfully processed.

Enrollments that do not meet program guidelines are excluded from earning the incentive.

Payouts are tallied based on the employee signed into POS for the enrollment transaction and are included in regular paychecks under the earnings code FIP. Enrollments tied to temporary IDs are ineligible.

At CVS Health, your voice matters

We want to connect with you!

Sharing your voice through one of our listening platforms is a powerful way to shape our future together.

We use your feedback to provide actionable insights to corporate leaders and project teams to improve the colleague experience.

You can contribute in three ways:

Colleague Connect Ideas, myInsight challenges, and through our monthly Experience Survey.

More than 8,000 ideas were submitted by colleagues in 2022.

Access is available on desktop and store devices including workstations, tablets and the ironman. Scan the QR codes to join the conversation today!

Use of surveys is not meant to circumvent the Grievance and Arbitration procedures within any Collective Bargaining Agreement.

Colleague Connect Ideas

Share specific ideas to improve the consumer and colleague experience. Every idea is reviewed by an expert and receives a personal response.



myInsight Challenges

Submit ideas to innovation challenges run by business teams. Vote and comment on the ideas of others. New challenges launch each month.



Experience Survey

Share feedback to help us track progress and drive change. All store colleagues can participate once a month and responses are anonymous.



Colleague help and support

Colleague Relations provides objective guidance to colleagues and leaders to address issues concerning work performance, workplace experience or colleague interaction. Colleague Relations promotes a positive workplace culture and ensures policies are applied fairly.

Use this resource when you need it



Report harassment or discrimination, hostile or abusive behavior, coworker or leader conflict, performance review concerns, working conditions, or request a formal investigation.

888-694-7287 or
ColleagueRelations@CVSHealth.

At CVS Health, our open-door Issue Resolution policy encourages openness and transparency between colleagues and managers.

Colleagues have the right to bring questions, concerns or complaints to the attention of their direct supervisor, manager, higher management, or Colleague Relations without fear of retaliation.

Ethics Line inquiries are confidential and can be made anonymously 24/7 365 days a year. Use the Ethics Lines to report non-compliance with the CVS Health Code of Conduct or company policies.

You can also report violations of the law, violations of federal or state health care program rules or regulations (including Medicare Part D), privacy violations, pharmacy practice concerns, including theft or diversion, and accounting irregularities. The Ethics Line may also be used to report harassment, discrimination or retaliation.

877-CVS-2040 (877-287-2040) TTY 711, CVSHealth.com/EthicsLine, or Ethics.BusinessConduct@CVSHealth.

The CVS Health Emergency Hotline is available to report site closings or delays, operational issues, safety or environmental concerns, or to report an unknown or suspicious item.

You can also use it to report a workplace violence threat, incident or other injury. Always call 911 first in the event of an emergency.

For 24/7 365 support, **888-464-2960** or EnterpriseOperationsCenter.

Get in the driver's seat of your career

At CVS Health, we strive to create a supportive environment focused on development and growth that enables you to achieve your highest purpose. We offer programs that help our colleagues gain the knowledge, skills and attributes needed to deliver excellent results.

The tools you can find through Colleague Zone can help you assess your competencies and create an Individual Development Plan (IDP) unique to your professional goals and aspirations. Growth opportunities are typically described as building skills and capabilities for job competence, broadening job scope, functional or leadership responsibilities, and improving career potential to prepare for advancement.

Your development is an ongoing process. Use the Assess-Plan-Develop framework to chart your career journey.



Assess your current strengths, capabilities and work experiences, and where opportunities exist



Build a plan that outlines your goals and an action plan for closing the gaps to drive career objectives

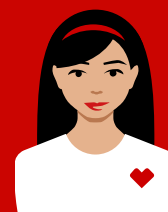


Identify learning and development activities targeted at driving your growth and potential

Development is an ongoing cycle of growth and improvement. Be sure to review your IDP regularly to check progress and track accomplishments and meet with your manager to get feedback and insights on next steps.

Use the [Development Resource Guide](#) and [Career Journey](#) available on colleaguezone.cvs.com/cz > HR > Career Development.

Visit myworkday.com/cvshealth > Menu > Talent and Performance to set and track your goals, update your talent profile, and create your development plan today.



Access to the best clinical resources

Our CVS Pharmacy teams have free access to top resources to stay informed with unbiased, high-quality articles, new drug information, answers to common questions, and state-required Continuing Education.



Live CE webinars and hundreds of self studies



Pharmacy podcasts you can apply to your CE portfolio



Medication comparisons and treatment summaries



Error prevention, diabetes and vaccination references

Continuing Education (CE) gives you the ability to engage in content relevant to your role in pharmacy while receiving CE credit.

Along with our accrediting partners, the University of Rhode Island, we offer Accreditation Counsel of Pharmacy Education (ACPE) credit for both pharmacists and certified technicians, depending on topic.

Don't miss out on this great opportunity. Register from a computer within your CVS Pharmacy or through remote access. Follow the steps on myDocs > Clinical & Patient Care Resources > Continuing Education (CE) Opportunities.

Access internal CE opportunities and other information on LearningHub from various vendors, find out about upcoming CE programs, and review your CPE Monitor transcript.

For registration or access issues, contact TRC at **800-995-8712** or ContactUS@trchealthcare, or email RetailClinicalSrvs@cvshealth.

*CE courses from CVS Health offered CEs, Pharmacist's Letter and Pharmacy Technician's Letter are available to CVS Health pharmacy colleagues at no charge. Some restrictions apply. Note that fees may apply for courses available from other CE providers and are the responsibility of the colleague.

Advance your knowledge

with free access* to
**Pharmacist's Letter
and Pharmacy
Technician's Letter.**



You can grow your career at CVS Health

The ability to grow a career with CVS Health does not end in our stores. With multiple business units, we have no shortage of avenues you can pursue. Store colleagues can move into roles in our retail locations with opportunities for advancement into field leadership and beyond.

Additional field support roles in our retail organization include Asset Protection, Professional Practice, Workforce Management and more. Human Resources Business Partners (HRBP) report into Human Resources Directors (HRD) and support your experience in tandem with Learning & Development Trainers and Training Delivery Supervisors and Managers.

Workday is an internal site available through Colleague Zone where you can find all CVS Health positions across the enterprise. Search job opportunities by title, category, key words, job number or location.

Start your search at myworkday.com/cvshealth > Menu > Jobs Hub.

Understanding our core retail organization: Experts apart, stronger together, and always #OneTEAM.



Many field support roles exist across the retail organization beginning at the district level. Store Managers in Training (SMIT) are supported in their development by a District Training Store Manager (DTSM).

In pharmacy, District Support Pharmacists (DSP) report into District Support Pharmacist Leaders (DSPL). District Performance Coordinators (DPC) also support pharmacy scheduling and payroll.